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**United States District Court
Northern District of California**

Peter Siegel,

Plaintiff,

vs.

Hewlett-Packard Company,

Defendant

)
) Case No: 5:12-cv-03787 HRL
)

) **DECLARATION OF PETER SIEGEL IN**
) **OPPOSITION TO MOTION FOR**
) **SUMMARY JUDGEMENT BY**
) **DEFENDANT HEWLETT PACKARD**
)
)

1. I, Peter Siegel, am the Plaintiff in this action. I make the following declaration under penalty of perjury in support of the Plaintiff's Opposition to the Motion for Summary Judgment (MSJ) filed by Defendant Hewlett Packard Company (HP) in the above-entitled action. I have personal knowledge of the matters set forth herein and can testify competently thereto.

2. I am a citizen of the US who was employed in the United Kingdom (UK) by HP and assigned to a wholly owned subsidiary of HP. Prior to 2008 I was employed in the UK by a predecessor to HP, Electronic Data Systems (EDS) based in Plano, Texas. The UK subsidiary of EDS I worked for was wholly owned and controlled by EDS in Plano, Texas as part of its global organization. I worked in the UK for EDS from 2006 until the EDS global organization was purchased by and merged with HP in 2008. After the merger, the subsidiary to which I was assigned was wholly owned and completely controlled by HP.

1 3. At all times before the acquisition and merger I believed, based on representations
2 by my employer and the facts I knew about the operation, that I was an employee of the US
3 company, EDS, an integrated global organization. At all times after the acquisition and merger I
4 believed, based on representations by my employer and the facts I knew about the operation, that
5 I was an employee of Hewlett Packard, an integrated global business.

6 4. Hewlett Packard's Enterprise Services division or business group (the business
7 group in which I worked) operated as a single integrated global operation both before and after
8 the acquisition by HP. Attached hereto as **Exhibit A** is a true and correct copy of a 68 slide
9 PowerPoint presentation by Jamie Erbes, a very senior executive with EDS based in Plano,
10 Texas. It describes the approach of the global EDS operation for the business group in which I
11 worked, Enterprise Service Management. After the HP acquisition this business group was
12 included in an HP business segment or group referred to as Enterprise Services. The slides
13 attached as Exhibit A go into some detail about the MYP (multi-year plan), the standardized
14 services and standard platforms that EDS should be using, and a standard way of conducting the
15 day-to-day business of the company on a global basis. All of these day to day operational plans
16 and orders came from the Enterprise Service Management headquarters in the US in Plano,
17 Texas. This presentation was delivered via a teleconference on a few occasions and Exhibit A
18 includes a full set of notes per slide. Slide 44 and 45 include graphic representations of global
19 delivery locations.

20 5. In my position as Chief Technical Officer with HP I served as the primary
21 technical contact on behalf of HP with the customers to whom I was assigned in the field of data
22 management and computer systems. I performed a good deal of my work away from the HP
23 offices. I traveled, worked at the customer's facilities, and worked a good deal of the time from
24 home. To facilitate this, prior to the fall of 2009, EDS and later HP provided home broadband
25 internet connections and telephones to me and other similarly situated employees. I was never
26 provided with a permanent desk or location at an HP site and was expected to travel to wherever
27 I was needed.
28

1 6. Most of the relevant events in this action took place in the fall of 2009, during
2 2010 and during the first three months of 2011. In 2009 and 2010 my immediate supervisor was
3 Peter Parry. Beginning on or about January 1, 2011 a new manager took over from Mr. Parry,
4 John Waterfield. Prior to that assignment I had no dealings with Mr. Waterfield and he had no
5 supervisory responsibility over me as far as I was aware.

6 7. Ms. Ben Fredj, who provided a declaration in support of the pending motion for
7 summary judgment, was a human resources representative who only became involved in my
8 situation in the first few months of 2011. Her involvement began after I complained to Mr.
9 Waterfield about my treatment at the hands of Mr. Parry and others. Prior to that time, Ms. Ben
10 Fredj had no contact with me and no involvement in my employment at all as far as I know. As
11 to the events of 2009 and 2010 on which this case is based, she had no involvement and would
12 have no firsthand knowledge.

13 8. Ms. Marion Johnson, who provided a declaration in support of the pending
14 motion for summary judgment, is not anyone I ever met, worked with, or knew of in the course
15 of my employment with HP. I do not believe she would have any firsthand knowledge of my day
16 to day work, where my work directives and supervision came from or any decision as to my
17 employment. The same is true of Mr. Sales and Mr. Wildish who also provided declarations in
18 support of the Motion for Summary judgment.

19 9. At the time of the acquisition of EDS by HP, and for a period of about a year or
20 two thereafter, HP made significant changes in order to merge the HP and EDS entities and
21 workforces. This integration was widely reported in the press and was announced to all
22 employees including myself. We were told that the integration involved an overall decrease in
23 the number of employees in the merged operation. I personally knew of a number of EDS
24 employees who were deemed redundant and eliminated during this time frame. The roles, job
25 titles, compensation and benefit packages and the company policies affecting operations and
26 human resources were changed to integrate the EDS employees into the HP organization.

27 10. Among the changes made by HP after the acquisition was a revised Sickness and
28 Long Term Illness policy which is central to this case. A true and correct copy of the policy in

1 effect at the time period relevant to this action is attached hereto as **Exhibit B**. This was an
2 amended policy put in place by HP after the acquisition and this is indicated at the bottom of
3 page which states that it was put in place in July of 2009 and that the nature of the change was
4 “Conversion to HP template and process change”. This policy is central to the issues in dispute
5 in this case because my claims focus in significant part on HP’s failure to follow its own policies
6 for bringing me back to work after my injury.

7 11. It is my understanding that HP contends that no manager outside of the
8 subsidiary, HP Enterprise Services UK Ltd was involved in any way in the management actions
9 complained of in this action. However, that is not accurate. The actions on which the claims in
10 this case are based include the following:

- 11 a. In November of 2009 I was in a traffic accident and was seriously injured. I
12 was off work for the balance of 2009. The accident left me with a brain injury.
13 I was off work until on or about January 11, 2013. During my absence from
14 work, the broadband internet connection to my home office and the telephone
15 were cut off by HP. I requested an exception, allowing me to keep these
16 communication resources as an accommodation in order to enable me to work
17 at home. After the accident and due to my injuries, it was more difficult for
18 me to travel to an HP office and to work under the circumstances there. My
19 request was denied. On January 12, 2010, I again sent an e-mail to Peter Parry
20 announcing my return to work. In this e-mail I expressed concern about trying
21 to work without broadband or a working phone in my home. HP refused to
22 comply with this request for accommodation. Mr. Parry communicated to me
23 via e-mail that this was due to a new policy imposed by HP in the fall of 2009.
24 He said he had asked but was unable to obtain permission from HP to vary the
25 policy in my case. Attached hereto as **Exhibit C** are true and correct copies of
26 the e-mails between Mr. Parry and HP IT and myself on this subject. Among
27 them is an e mail dated November 9, 2009 from HP IT which was the first
28 notice I had that I would no longer have the home computer and phone

1 connections. HP IT was not part of HP Enterprise Services UK Ltd or its
2 predecessor and the person who sent it worked for another HP company. His
3 signature block indicates that he was employed by HP Limited. The message
4 makes clear this policy was imposed by the parent organization, HP.

- 5 b. A critical element of the claim in the action is the failure to accommodate my
6 requests, including the failure to assess my condition through Occupational
7 Health as required by HP's policies and UK law. Managers at HP Enterprise
8 Services UK Ltd sought and obtained advice concerning this process in my
9 case from other parts of HP. Attached hereto as **Exhibit D** is a true and correct
10 copy of an e-mail dated December 2, 2010 sent by Peter Parry to Human
11 Resources Business Process Outsourcing asking about what he needed to do
12 in reaction to my reported injury and return to work assessment. HRBPO was
13 not part of HP Enterprise Services UK Ltd to my knowledge. Accordingly, it
14 appears that this other entity had input into the decisions concerning my
15 requests for accommodation. **Exhibit D** and other internal e mails attached
16 hereto which are not sent by or to me were produced to me by HP as part of a
17 legally required response to a formal request for production of such records
18 pursuant to UK law. Attached hereto as **Exhibit E** is a true and correct copy of
19 an e-mail to Mr. Parry from Laurine Divya concerning my return to work and
20 directing what he was to do. Ms. Divya's signature line indicates she worked
21 for HR Operations EMEA – UKI. "EMEA" refers to the operational group
22 within HP for Europe, Middle East, and Asia. Thus, is clear that HR decisions
23 and accommodation decisions about my situation involved employees of HP
24 entities outside of HP Enterprise Services UK Ltd. Attached hereto as **Exhibit**
25 **F** is a true and correct copy of an e-mail from Akhila Aravind of HRGBSUKI
26 LOA. To my knowledge this is not part of HP Enterprise Services UK Ltd.
27 However, the return e mail address for Aravind indicates she is an HP
28 employee. Her address is akhila.aravind@hp.com. The e mail gives Mr. Parry

1 additional instructions on how to handle my return to work. Attached hereto
2 as **Exhibit G** is a true and correct copy of another e-mail to Mr. Parry
3 concerning how to handle my situation. It instructs him to go to my case file at
4 HP in Houston, Texas at “http://crmpro.houston.hp.com”. The extension
5 “hp.com” indicates the internet or website system for Hewlett Packard
6 Company. Attached hereto as **Exhibit H** is a true and correct copy of an e-mail
7 from Audrey Armstrong to Mr. Parry with instructions concerning how to
8 handle my situation and request for evaluation. Ms. Armstrong’s signature
9 line indicates she works for Hewlett-Packard Manufacturing Limited
10 Registered in Glasgow, Scotland. Thus, the decisions and actions concerning
11 my return to work that form the basis of my claims involved individuals from
12 many parts of HP, and not exclusively HP Enterprise Services UK Limited. It
13 is my understanding that the policies and procedures applied to my situation
14 were established by HP and interpreted and applied to my situation by
15 employees of other HP entities.

- 16 c. Failure of the HP Occupational Health department to follow through on my
17 requests for evaluation, failure to assist with accommodation, and failure to
18 conduct an evaluation of my condition and any necessary accommodations are
19 also among the key allegations in this case. The records reflect that much of
20 the Occupational Health decisions and procedure were undertaken or not by
21 other parts of HP. The records show that the participants and decision makers
22 were not limited to managers on the payroll of HP Enterprise Services UK
23 Ltd. For example, attached hereto as **Exhibit I** is a true and correct copy of a
24 form I submitted in 2010 in connection with one of my medical absences from
25 HP Enterprise Services UK Ltd after my injury. As you can see, such forms
26 were to be submitted to Occupational Health Department, Hewlett Packard
27 Mfg Ltd. This is a different HP entity from HP Enterprise Services UK Ltd.
28 Thus, the records show that decisions concerning Occupational Health were

1 not exclusively made by managers employed by HP Enterprise Services UK
2 Ltd. There was involvement by other parts of the HP organization.

- 3 d. Attached hereto as Exhibit J is a true and correct copy of an e-mail from an
4 HP office called Employee Expense Management informing Mr. Parry that I
5 have submitted an expense report and directing him to a website to evaluate
6 and approve. EEM was not part of HP Enterprise Services UK Ltd. and I
7 believe that it tracked expenses for HP employees in a number of HP
8 companies including those in the UK and the US.
- 9 e. Another of the decisions that is alleged to be discrimination or retaliation is
10 the decision to remove me from the Aviva account in March of 2010. The
11 Aviva account was international and involved a team leader and team
12 members from parts of HP outside HP Enterprise Services UK Ltd. In normal
13 practice, such a major change of personnel would not be made without
14 participation by other members of the team and the senior members of most
15 enterprise service teams at HP were employees of Hewlett Packard Company
16 or other HP subsidiaries, not HP Enterprise Services UK Ltd. The team for
17 Aviva was headed in the UK by Clive Freeman. Attached hereto as Exhibit T
18 is a true and correct copy of a transcript of a video concerning the Aviva
19 account copyrighted by Hewlett Packard and posted on the internet. The
20 account executive identified in the transcript is Clive Freeman. He also
21 appears in Exhibit W hereto on page 9 as team leader. He is identified in
22 Exhibit T as an executive of Hewlett Packard. Accordingly, I believe this
23 decision involved Mr. Freeman and other managers outside HP Enterprise
24 Services UK Ltd.
- 25 f. Another act of discrimination was the attempt to change my status from
26 employed and “on the bench” to leave status in the fall of 2010. I complained
27 and this was reversed. However, I believe that this was done by someone
28 within HP who was outside of HP Enterprise Services UK Ltd. That is

1 because the database that was changed is managed by individuals outside of
2 HP Enterprise Services UK Ltd.

3 g. Another act of discrimination was the failure and refusal to allow me to be
4 assigned to a new customer team or transfer to another position with different
5 supervision. I made several such requests in the fall of 2010. As set out more
6 fully below, the person with decision making authority on assignment to a
7 particular global enterprise services team would be the team leaders. Typically
8 the team leaders at the top for the global HP customers I worked on were not
9 employed by HP Enterprise Services UK Ltd. Often, the top person was an
10 executive with Hewlett Packard Company. Some of these transfers were to
11 positions outside HP Enterprise Services UK Ltd. Attached hereto as **Exhibit**
12 **K** are true and correct copies of my e mails concerning transfer. Attached
13 hereto as **Exhibit L** is a true and correct copy of an e mail concerning my
14 application for transfer from Nick Whalley. Mr Whalley's signature block
15 identifies him as an employee of "Core Solutions, EMEA SSC Enterprise
16 Services, Hewlett Packard Company" Denial of the transfers and evaluation of
17 my applications would have involved individuals not employed by HP
18 Enterprise Services UK Ltd.

19 h. One of the managers whom I worked with and reported to concerning was Ian
20 Oldfield. Attached hereto as **Exhibit M** is a true and correct copy of an e mail
21 from Mr. Oldfield to others concerning my return to work. In his signature
22 block he identifies himself as "Account Executive, Financial Services,
23 Hewlett Packard Company"

24 12. Attached hereto as **Exhibit N** is a true and correct copy of an e mail from John
25 Waterfield. He identifies himself in his signature block as "CME CTO Vodafone Global
26 Account, Hewlett-Packard". This was sent to me on January 4, 2011 at a time when he was my
27 direct report manager, having replace Peter Parry. The e-mail also has a signature block for
28 Aglika Boyadzhieva of "HP Enterprise Services" in "Sofia, Bulgaria" HP Enterprise Services

1 UK Ltd does not have an office in Bulgaria. Under normal company practice this refers to
2 Hewlett Packard's "Enterprise Services" business group.

3 13. Attached hereto as Exhibit O is a true and correct copy of an e mail from Aglika
4 Boyadzhieva indicating she has approved my travel request. The signature line indicates that she
5 works for HP Enterprise Services in Sofia, Bulgaria.

6 14. It is my understanding that HP takes the position that managers from Hewlett
7 Packard Company and other parts of the HP organization did not direct day to day operations at
8 HP Enterprise Services UK Limited. This is not accurate. We worked in teams that routinely
9 included employees of multiple entities. I routinely gave instructions made assignments and
10 supervised work of employees of other subsidiaries. Also, on a day to day basis I received
11 instructions, plans and supervision from managers of Hewlett Packard Company and other
12 subsidiaries within the integrated HP organization. For example, attached hereto as Exhibit P is a
13 true and correct copy of an e-mail from Ann Livermore who is a top executive at Hewlett
14 Packard Company. Ms. Livermore has served as a top executive of the Enterprise Services
15 group at HP for several years and throughout the time frame from 2009, 2010 and 2011 which is
16 critical to this case. As such, she was responsible for the overall planning and directives that
17 affected my employment and day to day activities. Exhibit P appears in an unusual visual display
18 format because this e mail was never provided by HP in response to my discovery requests in
19 this action or other legal requirement. I obtained this copy from a former computer of mine
20 which did not have the Microsoft Outlook application used by HP and so does not appear in the
21 standard "Outlook" format. It shows all the code which is normally hidden in the Outlook
22 format. However, I recall this e mail and I know that this is an accurate copy of the text content
23 of the message. If I had access to all the day to day e mails I sent and sent to me while employed
24 by HP is could show hundreds of examples of directives to me from management employed by
25 Hewlett Packard Company and other subsidiaries. However, I have not yet been provided these
26 documents by HP.

27 15. When HP acquired the EDS organization, it initially referred to the former EDS
28 facilities and employees, worldwide as EDS, an HP Company. The term "EDS" or "EDS, an HP

1 Company” after the acquisition did not specifically refer to the subsidiary I worked for. It
2 referred to the entire former EDS worldwide.

3 16. In my experience the HP global organization includes a number of subsidiaries
4 which do not operate independently and which are part of an integrated whole. Some of the
5 subsidiaries are based in various international HP locations and seem to be created based on
6 geography. Other subsidiaries perform certain overall company functions, such as finance, for
7 the other parts of the organization. I do not personally know the details of the organization or the
8 exact function of each subsidiary in the global organization. However, I have observed the
9 integrated global organization in operation and have received communications from various
10 sources within HP describing the interrelated nature of the global operation without regard to the
11 individual business entities that are included in it.

12 17. Based on my experience as an employee there are functional business segments or
13 groups which cut across all the individual business entities. One of those business segments
14 within the HP global organization is Enterprise Services. The term Enterprise Services within HP
15 refers to the function of this segment and not to any particular entities within the organization.
16 HP Enterprise Services UK Ltd was part of the global Enterprise Services business segment at
17 HP. However, the Enterprise Services business segment is definitely not limited to HP Enterprise
18 Services UK Ltd and references to Enterprise Services are not automatically references to that
19 entity.

20 18. Another example of a business groups or segments within the HP global
21 organization that cut across many different business entities would be ASFO (Applications
22 Service Field Operations) and EMEA (Europe the Middle East and Africa) referred to in
23 Paragraph 13 below. Another HP business group which cut across the numerous business entities
24 within the organization was the FSI or Financial Services Industry group. I was a member of all
25 three of these HP business groups along with other similar employees from a large number of HP
26 entities within the global organization.

27 19. Based on my experiences as an employee, HP Enterprise Services UK Ltd is not
28 maintained or operated as a separate and independent company. It does not, and I believe it

1 cannot, operate independently of the HP global organization. It is completely integrated into the
2 HP global organization and dependent on that organization for basic corporate functions. I
3 believe that many of the basic functions of company operations such as part of all of financial,
4 human resources, and marketing are performed, in part or in whole, by employees assigned to
5 HP or to other business entities within the HP global organization such as HP Limited and HP
6 Financial.

7 20. The HP global organization includes a number of companies in the UK in
8 addition to HP Enterprise Services UK Ltd. I sometimes went to the main offices of HP
9 Enterprise Services Limited on Cain Road in Bracknell described in the Declaration of Peter
10 Wildish submitted in support of the MSJ. The entire building is occupied by a number of HP
11 entities including HP Enterprise Services UK Ltd and HP Limited. There was a placard on the
12 building that identified a number of different HP occupants. However, inside the building the
13 space was completely merged. There was no distinction between the offices related to HP
14 Enterprise Services UK Ltd and HP Limited or any other HP entity. A visitor or even an
15 employee would have no way of knowing which person working in the building worked for HP
16 Enterprise Services UK Ltd and which person worked for another HP entity.

17 21. Attached hereto as Exhibit Q is a true and correct copy of one of my pay
18 statements for automatically deposited payroll while I worked for HP. My employer is identified
19 as HP. There is nothing on the statement to indicate I was working for an independent subsidiary.
20 The return Address for the pay slip is "Hewlett Packard, Cain Road Bracknell", the registered
21 address of HP in the UK. It does not mention any subsidiary. The statement says that payroll
22 queries are to be directed to the "HP portal: Careers Policies and Total Rewards ≥ Total Rewards ≥
23 UK payroll. This is consistent with HP's normal practice. Employees of HP Enterprise Services
24 UK Ltd including myself were referred to the central HP internet portal used by employees
25 throughout the organization for obtaining human resources information. There is a pay record
26 attached as Exhibit D to the Declaration of Peter Sales but it relates to my pay after my
27 separation from HP. I never saw any such statement until after I left my employment at HP.
28

1 22. For nearly two years after the acquisition of EDS by HP, the company I was
2 assigned to was referred to as “EDS, an HP Company” It is my understanding that in early 2010
3 a new company name, HP Enterprise Services Limited, UK was created. The facts and events
4 which form the basis of my claims in this action began with a traffic accident in November of
5 2009, before the entity name “HP Enterprise Services UK Ltd” was created. When that name
6 was created there was no change of any kind in day to day operations, contracts, services to
7 customers or any other aspect of the business. It was a change of name only.

8 23. Attached to the declaration of Yvonne Ben Fredj in support of the MSJ is a copy
9 of an e mail. Ms Ben Fredj states that my signature line constitutes a statement by me that I was
10 an employee of HP Enterprise Services UK. It states nothing of the kind. It states the opposite.
11 The signature block is as follows:

12 Peter Siegel
13 Global CTO
14 Office of the CTO, Aon Account
15 ASFO EMEA FSI
16 HP Enterprise Services

17 There is a reference in my signature block to HP Enterprise Services but that is a reference to the
18 global HP business segment not the company HP Enterprise Services UK Ltd. There is no
19 specific reference in the signature block to HP Enterprise Services UK Ltd. It appears only
20 below the signature block as part of my mailing address. The other designations in the signature
21 block are very significant. I am identified as a global Chief Technology officer (CTO) not
22 limited to the UK. For an IT service provider this is the most senior technical manager on an
23 account and a key member of the management team. The term ASFO refers to Applications
24 Service Field Operations. There are ASFO employees throughout the HP global organization
25 whether assigned to HP Company or one of the subsidiaries. EMEA refers to Europe the Middle
26 East and Africa. This is also the part of HP’s business to which I was assigned. HP’s EMEA
27 group includes employees assigned to any number of subsidiaries. HP has multiple subsidiaries
28 in every country where it does business but these entities do not reflect any separateness in the
operations. All of the employees in a business segment work together in an integrated way to

1 provide the services pursuant to HP's contracts. The EMEA designation shows that I was part of
2 a business segment of HP and not limited to a small UK subsidiary. The term FSI refers to the
3 financial services portion of the HP's large business enterprise business segment. Thus, this also
4 shows that I was part of the overall HP global operation and part of a business group that cut
5 across the various entities.

6 24. My work for HP was as a technical consultant primarily in the banking and
7 financial industries to provide integrated computer systems for customers. Most of HP's
8 contracts and customers were international in scope. The HP customers I worked with typically
9 had facilities in multiple countries and entered into agreements with HP for hardware, software
10 or consulting services, or some combination of these, to be provided to its facilities in various
11 countries. I sometimes traveled to other countries to perform work. Tasks were commonly
12 assigned to me and instruction given to me by managers employed by other parts of the HP
13 organization. The assignment of work to be performed for any given customer was typically
14 made by managers who worked for HP or one of the subsidiaries within the global organization
15 other than the subsidiary to which I was assigned.

16 25. In working with clients, I was typically working on a team that was often
17 comprised of members from parts of HP outside HP Enterprise Services UK Ltd. I so doing I
18 would often report to and be supervised by team leaders who were employed by HP outside HP
19 Enterprise Services UK Ltd including from HP in the US. We also made presentations to
20 customers which indicated that HP operates on a global basis as a single integrated whole. For
21 example, attached hereto as Exhibit R is a true and correct copy of Power Point slides which
22 accompanied a presentation to an international HP customer, Aon, in 2010. This was a
23 contractually required report that gave an overview of this part of the relationship with Aon. It
24 states on slide 2 that the plan includes "All dimensions of our current and potential future work
25 with Aon: i.e.: not just UK/EMEA or Hosting/TSS". The presentation indicates that it comes
26 from HP as a whole. I worked on the Aon account in 2010 and 2011. Exhibit R was prepared
27 under the supervision and bears the names of Sean Wells, Tom Rebecca, and Ian Oldfield. Sean
28 Wells was the Global Account Executive representing HP on the Aon account and was based in

1 US. As the Chief Technical Officer on the team I worked under him. I received direction from
2 Sean Wells from time to time. He “owned” the account within HP. Wells did not work for HP
3 Enterprise Services UK Limited. Ian Oldfield was my day to day supervisor on the Aon account.
4 He worked in the EMEA business group. His e-mail signature line indicates he did not work for
5 HP Enterprise Services UK Limited. (See Exhibit M hereto) Tom Rebecca was HP’s US account
6 executive for Aon. He worked for HP in the US and did not work for HP Enterprise Services
7 UK Ltd. I also had dealings with him concerning directives on the Aon account from time to
8 time. There was also an executive sponsor for the Aon account (see slide 22 showing the
9 responsible team members for HP and Aon in each area of the world) and his name was John
10 McMullen. He was the Senior Vice President and Treasurer for Hewlett Packard Company in
11 California. The executive sponsor on an HP global team is responsible for meeting with the
12 client and they serve as the ultimate escalation point for direction and supervision on the account.
13 In normal HP practice the person in Sean Wells’ position would provide regular reports and
14 updates to Mr. McMullen and directives would have come down from McMullen to Wells which
15 would be communicate to the rest of us on the team. The Aon team described was the typical
16 way in which the teams for the international clients I worked on were constituted and functioned
17 on a day to day basis. Exhibit R is an annual report that was contractually required to show how
18 HP and Aon would work together.

19 26. HP presented to customers that it had established Standard Reference
20 Architectures for all services it would provide. These set the standards for what technology was
21 to be used, how it was to be configured, what the capability would be, how it was operated, and
22 quite often went into such detail as to identify specifically what pieces of hardware and software
23 were to be used. Customers were told that this was the key to how HP could provide consistent
24 services throughout the world. This standardized framework was set, controlled and managed by
25 Hewlett Packard Company. These standards directly applied to my day to day performance of
26 my duties.

27 27. Presentations to clients were prepared using standardized presentation materials
28 prepared and produced by HP and required by HP to be used. An example is attached hereto as

1 Exhibit S a true and correct copy of a template for technical documents we were required to use.
2 In the footer, it states that it is from and copyrighted by Hewlett-Packard Development
3 Company, LP.

4 28. Attached hereto as Exhibit U is a true and correct copy of an organizational chart
5 of the my part of the Aon account team. A person shown as reporting to me is Tim Stevenson.
6 Mr. Stevenson did not work for HP Enterprise Services UK Ltd. He worked for another HP
7 company.

8 29. Attached hereto as Exhibit V is a true and correct copy of a resume that was
9 submitted to me for a transfer to my team by an employee named Edwin Cummings. As one can
10 see he refers to his employer as only HP with no reference to a particular subsidiary. This
11 document and his application were sent to me internally within HP. I received many similar
12 documents for each major account (Aviva, Rolls-Royce, Xerox, Liverpool Victoria) that I
13 worked on. Such transfers within HP were common and were handled the same way regardless
14 of whether the transfer was within the same subsidiary or between two subsidiaries. Employees
15 and managers regularly transferred between the various subsidiaries and Hewlett Packard
16 Company.

17 30. As part of the work we at HP did for Aviva, one of the major customers on
18 which I worked in 2009, HP formed a team consisting of employees of HP employees from
19 different parts of the company and employees who were transferred from Aviva. Attached hereto
20 as Exhibit W is a true and correct copy of a PowerPoint presentation given to these employees
21 which explained the integrated global team. Page 16 lists me a Chief Architect. Page 4 sets out
22 the HP global corporate IT services workforce (including EDS, an HP Company). Page 9 shows
23 a chart of the HP account management team for the Aviva account. The chart lists the HR person
24 as Cynthia Pye. Ms. Pye works for HP in the US and specializes in merging customer employees
25 who are brought into HP's workforce in connection with HP service contracts. She told me she
26 was an HP in the US rather than HP Enterprise Services UK Ltd. She was listed as the individual
27 on the Aviva contract team responsible for HR. She was also responsible for and directed work
28 of an HR team that worked on the Aviva account and which was comprised of HP human

resources workers from around the world. I do not believe any of these individuals on her HR team worked for HP Enterprise Services UK Limited. The employees for whom they performed HR services in connection with Aviva were transitioning from employment with Avivia to HP Enterprise Services UK Limited or its predecessor EDS, an HP company. She was the HR lead for transitioning Aviva staff into EDS, an HP Company, when the HP outsourcing contract started. She made direct decisions as to what role, job title, etc, people joining HP Enterprise Services UK Ltd./EDS an HP Company would have. The same chart lists Andy McCormack and he contributed to the presentation. Mr. McCormack worked in the Infrastructure Technology Outsourcing business area of HP. Prior to assignment in the UK he worked for HP in Australia. I do not know exactly what company he worked for but I do not believe he worked for EDS, an HP Company in the UK or HP Enterprise Services UK Ltd. He certainly did not work for HP Enterprise Services UK Ltd. Australia. On page 10 is another organizational chart which lists Vivek Sajip as one of the team manager. Mr. Sajip also did not work for HP Enterprise Services UK Ltd. I believe he worked for Vistorm, another HP subsidiary. Note that the presentation makes no mention of the existence of HP Enterprise Services UK Ltd.

31. I have learned that in 2012 Venkatesh Iyer and Julie Parker from HP Global Transformation Services team came from the US to review the transformation program at the HP team for Aviva in Norwich, England. I have learned that Julie Parker is now a Director at HP Enterprise Services in Plano, Texas. There was a man from the same team who came from Massachusetts and negotiated the Terms of Service for the client. Again, HP employees from the US were involved in day to day operations of HP Enterprise Services UK Ltd.

32. In my experience HP creates and maintains numerous different entities which it operates as an interrelated whole. In my experience these seem to change without notice and with little or no change in the actual operations. Employees and customers alike generally ignore the details of these corporate names and all consider HP to be one company. HP encourages both employees and customers to consider all the subsidiaries, including the one I worked for, as just a part of the HP organization. As employees of the EDS organization, we were told by HP at the time of the merger that we were to be merged into the HP international organization. After the

1 merger the employees of the former EDS were assigned to “EDS, an HP Company”. We used
2 that name for about a year and a half to two years. It appeared on certain personnel records and
3 in certain correspondence. Other correspondence and documents simply referred to HP.
4 Employees were told that we worked for HP and that we were part of the international HP
5 operation.

6 33. At the time of the merger we were told that the employees who had formerly
7 worked for EDS were to be merged into the HP workforce. I was given a new job title and
8 ranking in order to fit my position into the global HP corporate structure. I was told by
9 representatives of HP that job descriptions and titles are consistent throughout the HP companies
10 working in the same business segments of HP. All of the former EDS employees, including
11 myself, were given new job titles job descriptions set by HP. I also became eligible for employee
12 benefits offered to HP employees throughout the organization and not limited to HP Enterprise
13 Services UK Ltd such as global employee product purchase program and stock purchase
14 programs.

15 34. At the time of the merger, a number of employment policies were established by
16 HP. These new HP policies were applicable to all of us employed at the UK subsidiary known as
17 EDS, an HP Company. As employees of HP after the merger we also had to follow HP
18 procedures established by HP as part of the global organization. This included such things as
19 performance review processes and procedures, the reporting of work time and tasks performed,
20 sources of information relating to employment, and reporting ethics violations and other
21 problems. Many of these cut across the business entities within the HP global organization and
22 applied to the employees of many or all the entities.

23 35. At the time of the acquisition and merger my compensation was placed within the
24 HP framework. I was told that my compensation had to fit within the overall HP compensation
25 system which applies to all HP employees regardless of the subsidiary to which they are
26 assigned. At the time of the acquisition and merger, representatives of HP came to the UK to
27 give presentations concerning how the merged Enterprise Services group was going to operate.
28 The presentations were not given by employees of HP Enterprise Services UK Ltd but by

1 employees from HP in the US. It was explained that we were going to be working as part of an
2 overall global integrated operation. There was an "Integration Portal" on a website we were told
3 to access on a weekly basis for updates on the integration of EDS and HPO globally. The website
4 included videos by HP executives from all over the world but primarily from the US. Joe Eazor,
5 an executive with Hewlett Packard Company was one of the frequent presenters. Mr. Eazor was
6 one of the leaders for the integration of EDS and HP and their employees. Attached hereto as
7 **Exhibit Y** is a true and correct copy of an e mail confirming the existence of the integration
8 portal dated July 25, 2009. This e mail and certain other e mails attached hereto do not have the
9 same appearance as other e mails produced. This is because these e mails were not produced by
10 HP in response to my discovery requests. They were saved through a server outside of HP and I
11 obtained the copies from my own computer without Microsoft outlook to format the appearance.
12 If these documents had been provided in discovery I could have produced better copies.
13 However, I can identify them and I was the one who obtained the copies so I know they are
14 accurate.

15 36. After the merger there was a change in compensation. HP promulgated a global
16 program under which employees were to give back a percentage of their salary. This applied
17 globally to the subsidiaries in the HP organization. It applied to employees assigned to HP
18 Enterprise Services UK Ltd. This was put in place by HP CEO Nick Hurd. Later, the new CEO
19 of HP, Leo Apotheker, ordered reimbursement to affected employees. This is an example of
20 direct control of compensation of HP Enterprise Services UK Ltd employees by the top
21 management of HP

22 37. The HP corporate website www.HP.com has a link for jobs at HP. If one clicks on
23 the link for jobs it will take the user to a webpage where you can search for jobs. A true and
24 correct copy of the webpage is attached hereto as **Exhibit Z**. This HP job search page includes
25 jobs in locations all over the world assigned to multiple subsidiaries such as HP Enterprise
26 Services UK Ltd. Attached hereto as **Exhibit AA** is a true and correct copy of a list of jobs on
27 the HP website in Bracknell UK. Presumably all of these are working in a position assigned to
28 HP Enterprise Services UK Ltd or HP Limited or another UK subsidiary but the existence of the

1 subsidiary entities appear nowhere in the listing. Attached hereto is a copy of one of the listings
2 that are specifically for a services position in Bracknell, UK. This is probably a job assigned to
3 HP Enterprise Services UK Ltd and certainly is assigned to one of the UK subsidiaries.
4 However, there is no reference in this job listing to the existence of any subsidiary. This is
5 consistent with my experience with HP. I was always told I worked for HP. Little or no attention
6 was paid in terms of operations to the many corporate entities created by HP.

7 38. During my employment at HP I routinely received instructions, orders and
8 assignments from HP employees assigned to HP or to other subsidiaries than HP Enterprise
9 Services UK Ltd. For example attached hereto as **Exhibit BB** is a true and correct copy of an e
10 mail dated 31 July 2008, which I received in the course of my employment with HP from Ron
11 Rittenmyer, President and CEO of EDS, an HP Company, Plano. Attached hereto as **Exhibit CC**
12 is a true and correct copy of an e-mail dated 8 May 2009, which I received in the course of my
13 employment at HP from Sal Como, Senior VP and Robb Rassmussen VP, both managers with at
14 HP Enterprise Services in the US. Attached hereto as **Exhibit DD** is a true and correct copy of an
15 e mail dated 21 July 2009, which I received from Hewlett Packard Company Employment
16 expenses management team about changes to expenses policy. Attached hereto as **Exhibit EE** is a
17 true and correct copy of an e mail dated November 9, 2009, directed to me in the course of my
18 employment at HP from Bill Thomas who was the head of EDS EMEA globally. He worked for
19 the global corporation. Mr. Thomas was retiring and was replaced by Mike Nefken. Mike
20 Nefkins, who replaced him in the EMEA role, eventually went on to head Enterprise Services
21 globally and now reports to the board of Hewlett Packard Company in California. The e-mail
22 explains "Mike and I will work closely together in the coming weeks, meeting with clients,
23 partners and employees. During September October, we have planned a series of sessions with
24 people managers introduce you to Mike and reiterate our priorities going forward." As described
25 in this e mail Mr. Thomas and later Mr. Nefken managed and directed the day to day activities of
26 the entire Enterprise Service business group including the acquired EDS customers and
27 employees. Attached hereto as **Exhibit FF** is a true and correct copy of an e mail dated 23
28

1 November 2009, which I received in the course of my employment at HP from Marcela Perez de
2 Alonso, Executive VP for Human Resources Hewlett Packard Company.

3 39. While employed at HP I was required to report how I spent my time. This was
4 reported for billing and human resources purposes such as performance evaluation. I did this in
5 HP's standard, global, corporate system running on SAP software. HP staff from all over the
6 world and assigned to the many different business entities within the HP global organization
7 used this system.

8 40. In or about 2009 there were major changes in the staffing of the Avivia account
9 on which I was working. A human resources person came from HP in the US who managed the
10 moving of staff from Avivia to the subsidiary to which I was assigned. The US human resources
11 person determined which employees would be eliminated, which employees would be
12 transferred into positions with HP Enterprise Services UK Ltd, and a how the jobs would be
13 merged. The HR person from the US that decided what roles and job titles staff that were
14 transitioning into EDS/HP from Aviva at the start of the contract were to have. She provided
15 many presentations to Aviva staff as to the process for transition and conducted interviews with
16 many members of staff who were to be transitioned. At that time that subsidiary was known as
17 "EDS, an HP Company".

18 41. In the UK, HP controls many aspects of its UK and international operations
19 through a company called HP Limited. HP Limited is not the same company as HP Enterprise
20 Services UK Ltd to which I was assigned. HP Limited acts as a representative of the parent
21 company and is the entity through which HP controls many of its subsidiaries in the UK and
22 elsewhere. It is my understanding that it also performs many of the basic operational corporate
23 functions for other HP entities such as HP Enterprise Services UK Ltd.

24 42. In my experience at EDS and later HP, staff in the company that eventually was
25 named HP Enterprise Services UK Ltd worked on accounts held by the global organization and
26 managed globally. For example, at the time HP acquired EDS it had a single contract to supply
27 IT services to Xerox world-wide. HP acquired that contract along with EDS. Xerox was an EDS
28

1 US based account and I did work on it in the UK as the EMEA Chief Architect. In working on
2 Xerox I was directed by HP/EDS staff in the US as to which strategies I needed to implement.

3 43. The last account I worked on was a global account held by HP to supply
4 Information Technology services worldwide to Aon, an insurance company with, at that time,
5 global headquarters in Chicago. I worked with Aon in London, and had HP team members on the
6 Aon account in many countries where AON operated; including the US. I was global Chief
7 Technical officer for that account with responsibility over services in the UK and around the
8 world. Individuals reported to me as part of that team. Some of the employees who reported to
9 me, such as Tim Stephenson, did not work for HP Enterprise Services UK Limited and some did.
10 This was in keeping with all of the global teams I worked on and was a feature of the day to day
11 operations at HP. The document attached hereto as **Exhibit R** is a true and correct copy of a
12 document that was embedded in another set of slides called Aon Innovation Update.

13 44. All HP global organization employees use the same e-mail format and system.
14 My e-mail address while employed at by HP was peter.sieqel@hp.com. I received messages
15 from Hewlett Packard Company managers in California encouraging me and other HP
16 employees to think of HP as one family.

17 45. Employees, managers and directors transfer regularly between the various
18 corporate entities within the HP organization. An HP employee can find out about and apply for
19 transfer to another HP global entity and this is treated as an intra-company transfer.

20 46. The employees of HP Enterprise Services UK Ltd in the positions like the one I
21 occupied are supervised and managed by individuals working for the HP global organization in
22 the US and elsewhere. Individuals employed by HP-UK report to employees of other parts of the
23 HP organization in the US in a "dotted line" fashion based on the global business segments or
24 groups described herein. The providing of products and services to multinational customers of
25 the HP global organization are managed and supervised by executives in the main location of the
26 contract and in many cases that location is the United States. I regularly received instructions and
27 orders from managers in other parts of the HP global organization as part of the operation of the
28 business segments or groups.

1 47. HP provides centralized training of employees and sets performance standards
2 and goals that apply to employees of HP Enterprise Services UK Ltd. HP sets health and safety
3 standards for employees of HP Enterprise Services UK Ltd. HP sets diversity and discrimination
4 policy throughout the HP family of companies including HP Enterprise Services UK Ltd. HP
5 sets commitments to employees as well as employee initiatives and performance indicators. As
6 an employee of HP Enterprise Services UK Ltd I was given an HP Global policies handbook
7 with policies applicable to all HP employees worldwide including those at HP Enterprise
8 Services UK Ltd.

9 48. HP polices control the work environment of all HP global enterprise employees
10 including those assigned to HP Enterprise Services UK Ltd.

11 49. Following the acquisition of EDS by HP there was a worldwide reorganization
12 that led to the elimination of tens of thousands of employees worldwide. This merger and
13 reorganization was initiated and controlled by HP and individuals from the HP global
14 organization made the determinations as to which employees would be eliminated. In the course
15 of this reduction HP offered transfer to positions in other parts of the HP operation outside of HP
16 Enterprise Services UK Ltd. and its EDS predecessor. Hewlett Packard also provided severance,
17 training, and other assistance to help laid off employees to find other work and this support was
18 provided by companies other than HP Enterprise Services UK Ltd. and its EDS predecessor.

Dated this 16th day of July, 2013

Peter Siegel

EXHIBIT A



ESM as An Enabler of What We Sell

Jamie Erbes

CTO –Service Management



Session Objectives

We will...

- Provide **Market & Competitive perspective** on ESM
- Provide **Client perspective** on Service Management
- Share **EDS perspective** on ESM
- Define **current, cross-functional ESM services** and their business value
- Explain how to **position ESM** "Enterprise Services" as enablers to improve "What We Sell"
- Understand **where to go for ESM help and information**

We won't...

- Go into detail about our own **internal transformation**
- Will not be discussing "**SDA tools**"
- Go into detail about **ITIL processes** and other methodologies
- Discuss details of "**planned market-facing**" ESM offerings
- Discuss ESM as an enabler of **Multi-Supplier Integration**
- Get into the details of each cross-functional, ESM Service



| Setting Some Context



/// 3 /

EDS Confidential



Multiple Meanings in the Marketplace

ESM means many things in the marketplace...

- *Analysts* - focused on ITIL and ITSM adoption, software vendors and Multi-Supplier Integration
- *Competitors* – focused on supporting client's ESM strategy with related Consulting Services, software and implementation services
- *Clients* – focus varies based on client's outsourcing model, ROI of ITIL, internal ESM Strategy and operational issues.
 - Some are trying to understand what it would take
 - Most implementing pieces and parts
 - Some planning to use to integrate IT Management across multiple IT Suppliers
 - All in all...ESM interest is high, adoption is increasing and maturity is low!

When it comes to ESM...make sure you and your client are on the same page.

Multiple ESM Meanings within EDS

ESM Organization

Kim Stevenson's
ESM Organization

Leading
Internal ESM
Transformation

Leveraged ESM Services

MYP Investment in development
of set of leveraged, cross-
functional Enterprise services.

EDS ITIL Process Suite
+
Standard Operating Environment
+
Enterprise Service Transformation
=
Cross-functional **Enterprise Services**

Dedicated ESM Services

New, market-facing
services focused on
assessing, designing,
implementing and
managing clients'
ESM Strategies

Continued Transformation, Commitment and Investment!

ESM– What is it?



EDS Defines ESM as...

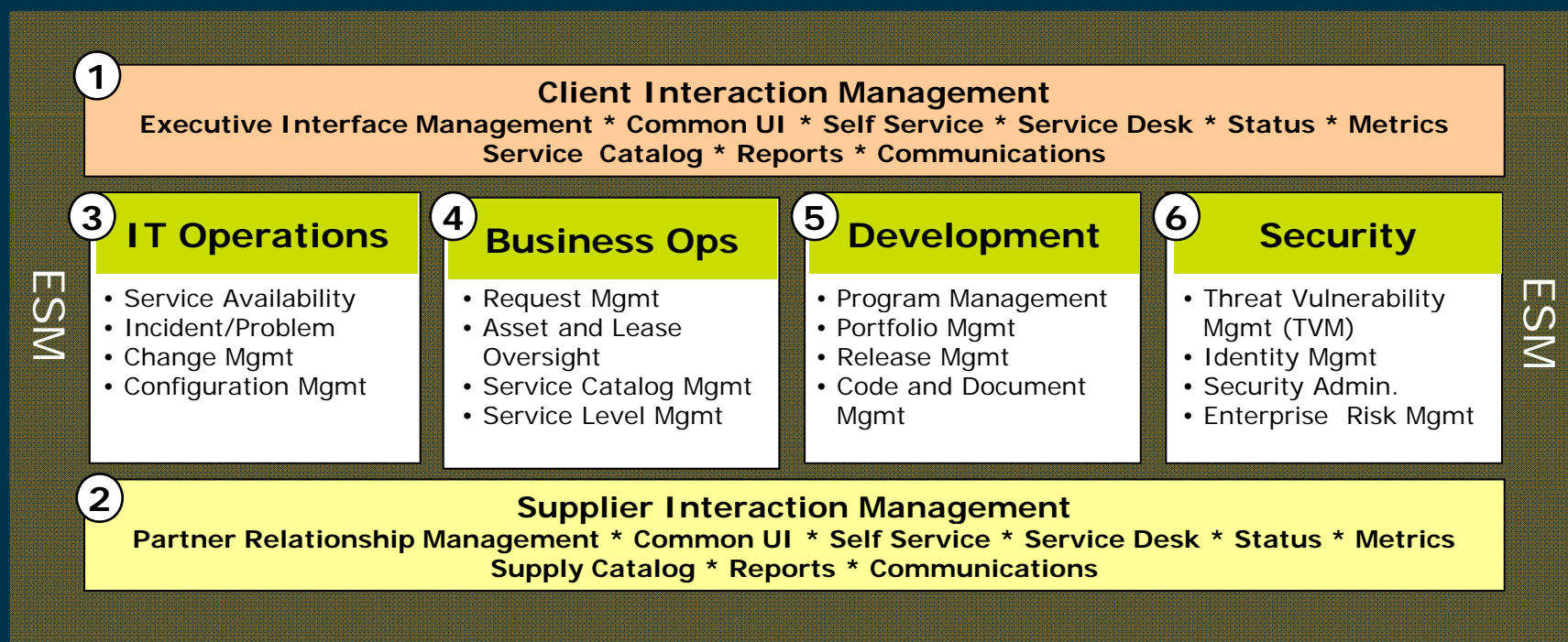
Cohesive IT management framework providing collection of standardized processes & enabling technology across IT, business unit & regional towers.

- Applies strategic IT investments to facilitate business growth, innovation and competitive advantage
- Connects “delivery of IT” work to business value
 - Aligns IT resources and processes to business objectives
 - Addresses operational inconsistencies
- Used as a cornerstone to Business of IT strategy and approach to multi-supplier management
- Client adoption based on business impact and maturity
- A multi-year investment and transformation



EDS' ESM Framework

Enterprise Service Management comprises distinct components that each address a critical element of value chain orchestration.



What's the Business Problem?

ESM Market Perspective



What's Driving ESM Demand?

Business Objectives, Issues & Challenges

Top 3 Business Objectives...

- Revenue Growth
- TCO Reduction
- Risk Mitigation

Supporting Business Objectives...

- Quickly adapt to changing business demands
- Achieve & maintain alignment of IT to business
- Deliver consistent, high-quality, cost-effective service
- Reduce IT risk and IT expense
- Better Manage Multiple IT Service Suppliers

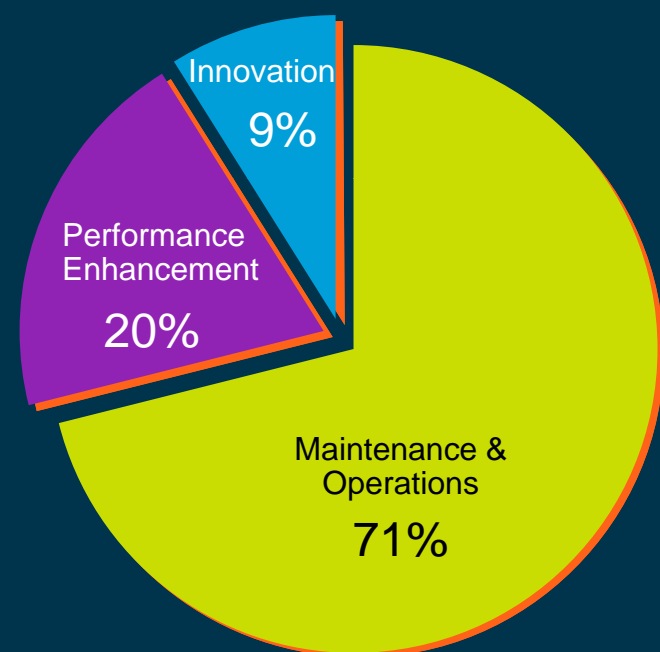
Supporting IT Objectives...

- IT Service Transparency - Increase control & visibility
- Increase IT interoperability
- Increase IT availability & reduce unplanned downtime
- Increase consistency in operations
- Improve productivity via standard processes & tools

What's the operational problem?

Client pain points lead to adoption of best practices to improve IT operations

- Siloed IT environment with heterogeneous IT mix is too expensive to manage and maintain
- Too many applications, too much customization and too many underutilized servers
- Struggle to meet service level agreements & faster response times for critical workloads
- Can't implement new IT projects fast enough
- Need to reduce headcount every year but the work never seems to go away
- Compliance demands are coming, and not sure how to react
- Infrastructure is at risk to viruses and security breaches



Only 9% or less of budget is left for innovation

Chart: HP, NGDC presentation, February 2007

What's the Solution & Why?

ESM Market Perspective



Service Management Adoption On the Rise

Key Ovum Findings: ITSM/ITIL Survey 2007



- ITSM adoption on the rise among enterprise-level and mid-market organizations
- Dramatic increase in use of ITSM during past year
- Most effective IT operations organizations share key characteristics
 - Significantly engaged with ITIL
 - Much higher levels of business/IT alignment

Reasons to Invest in Service Management

According to Butler Group, benefits to be gained through ITSM adoption for both the enterprise and its IT organization are:

- Foundation for adaptive, flexible, and agile enterprise.
- Cost and time savings
 - Released budget and people can support innovative projects that provide greater benefits.
- Faster time to market
 - New projects and changes can be developed and introduced more quickly.
- Improved productivity and efficiency.
- Increased business performance resulting from improved IT services.
- Business/IT alignment and support for business goals.
- Reduction of the TCO.
- Faster reaction to incidents.
- Higher availability of services and reduced risk of unplanned incidents.
- Better performance due to performance management and a holistic view of the entire IT landscape.
- Internal and external customer satisfaction.
- Improved image and reputation.



CXOs See ESM As Part of the Answer



CEOs see ESM as a way to...

- Determine real-time status of IT across the enterprise and how it affects business/mission
- “Command & Control” Information for decision-making
- Gain insight to business availability
- 3rd party service verification
- Security compliance

CIOs see ESM as a way to...

- Reduce application down time
- Determine where to focus support team efforts
- Planning for future IT services
- Track and prove performance of IT Services
- Determine successful delivery of IT Services to clients



How do clients plan to address their ESM needs?

Clients can...

- Retain ESM responsibility and perform all IT Management in house using internal Business and IT resources
- Outsource discrete IT Service areas and associated IT management functions to one or multiple IT Service Suppliers
- Outsource multiple IT Service areas to one or two Primary IT Service Suppliers
- Outsource ALL of their IT Services to a single IT Service Supplier
- Engage an ESM Business Partner (*SW Vendor, Consulting Firm or IT Service Provider*) to help them address it themselves



How can EDS help address their ESM needs?

EDS can perform the following roles...

1. **Discrete IT Service Supplier**
 - Cross-functional Enterprise Services embedded the way we deliver and support the **“sale of a single IT service”**. (i.e. Web Hosting)
2. **Prime IT Service Supplier**
 - Cross-functional Enterprise Services embedded in way we deliver and support “the full suite of related IT services we’ve sold”. (i.e. Data Center Services)
3. **Sole IT Service Supplier**
 - Cross-functional Enterprise Services embedded in way we deliver and support “all functions within a completely outsourced IT environment”
4. **Multi-Supplier Integrator**
 - Integrate and manage specific IT functions across multiple “discrete” or “prime” IT Suppliers



Improving What We Sell & How We Deliver



Previous Mode of Operation

- Services sold and managed by silo
- Processes differ by client, by region & by IT tower
 - No Cross-Domain Process Model
- When multiple services were sold, variation drives quality down & cycle time and MTTR up
- Similar functions (process, tools & data) were not shared x-silos



**Independently
managed Tools &
processes**



Confidential



MYP Programs Support EDS' Vision and Transformation to Enterprise Services

Business Management Transformation (BMT)

- Business processes aligned to ITIL Service Delivery
- Standard Financial and Asset Management tools
- Supports EDS Back Office functions

Service Delivery Automation (SDA)

- Delivery processes aligned to ITIL Service Management
- Standard IT Management tools
- Supports IT Operations functions of EDS-provided ITO services

Application Development Automation, Processes and Tools (ADAPT)

- Development and project management processes aligned to CMMI, ITIL ICTIM, and ITIL App management
- Standard Development and Project Management tools
- Support of EDS-provided architecture & development services

Standardized Work Processes

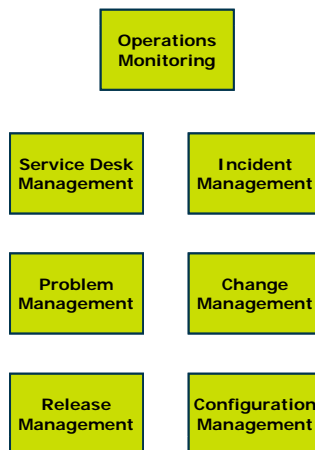
Create and Sustain Business Value

System Delivery Using CMMI Framework

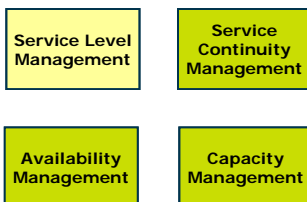


ADAPT

Service Support Using ITIL Framework

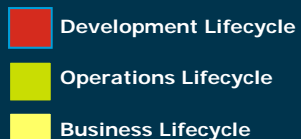
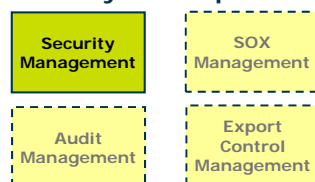


Service Delivery Using ITIL Framework



SDA

Security & Compliance



Manage Architecture & Sustain

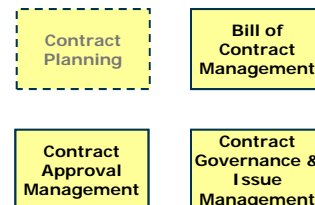


Strategic Planning

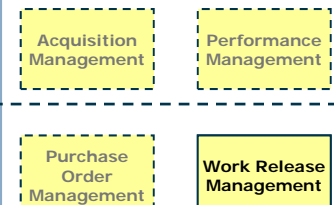


Management Enablers

Contract Management



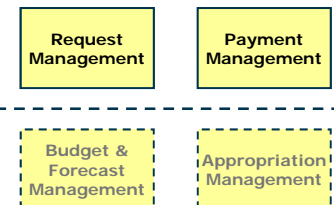
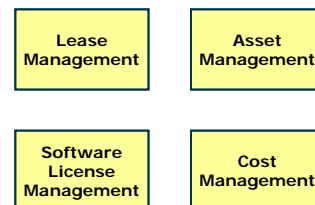
Supplier Management



BMT

Request-to-Pay

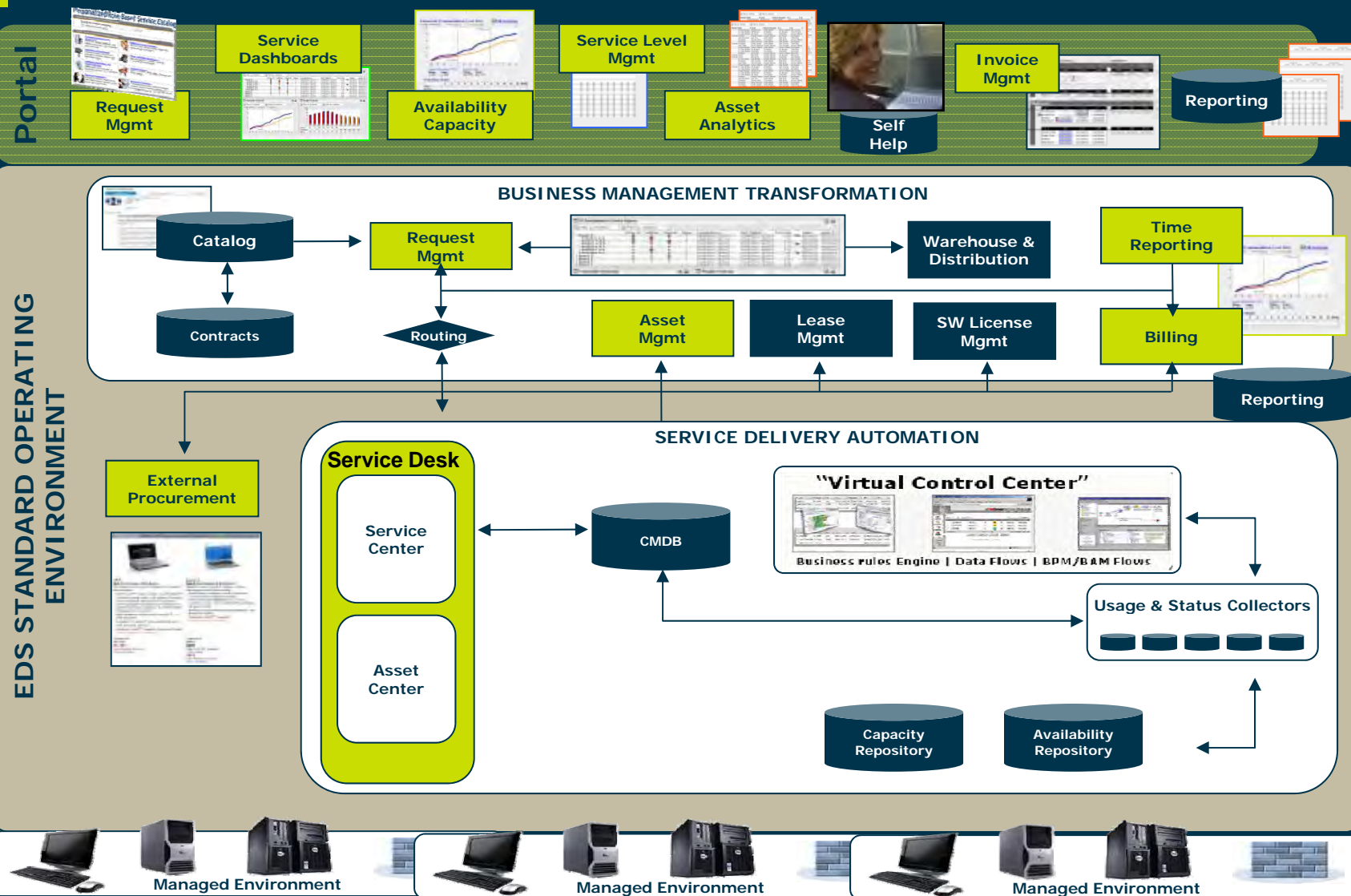
Finance Management



Human Resource Management

Communications Management

Standard Operating Environment

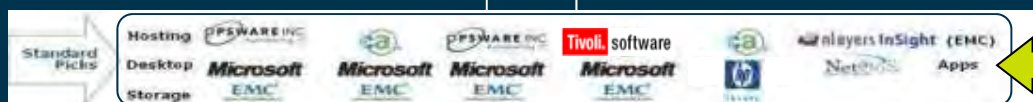


Investments Result in New Mode of Operation

Standard Service Management Functions



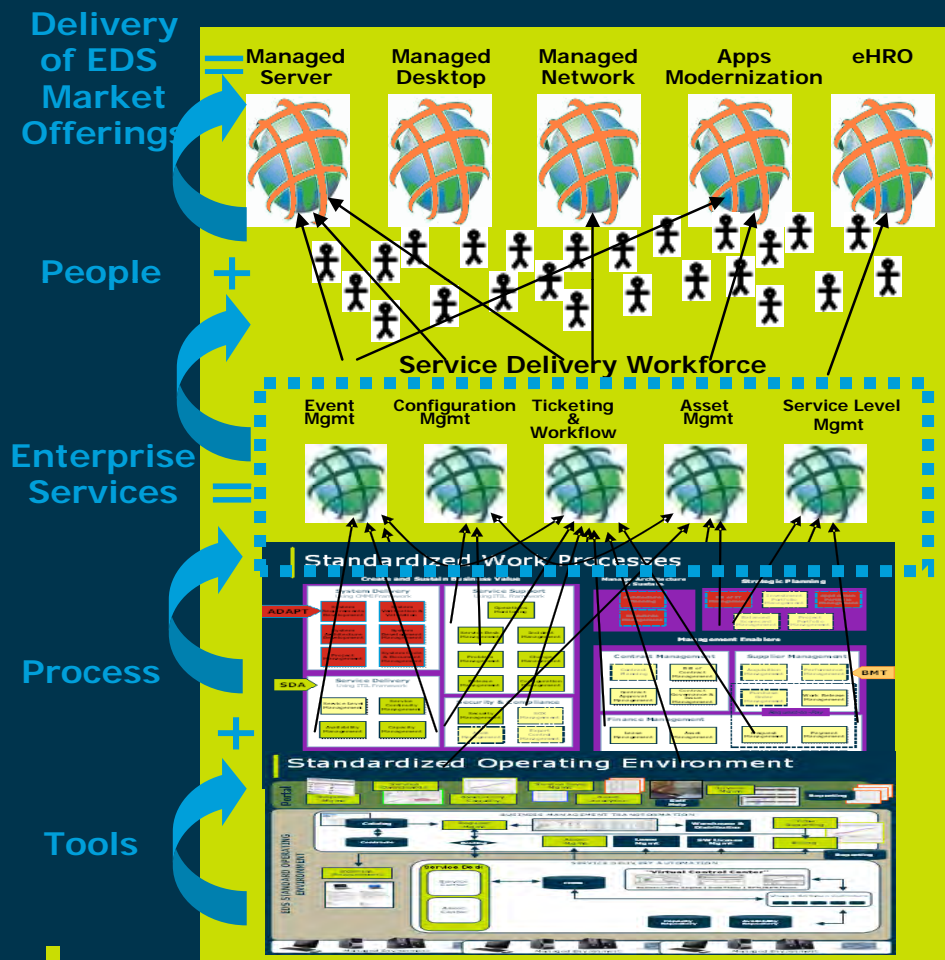
- Processes standardized across domains, regions, accounts
- Service Management integrate common functions across multiple services sold
- People work across towers



Tool Integration

Point Solution tools still required independent towers, but are now cleanly integrated into cross-functional processes and systems

Investments Translated Into Leveraged, Cross-Functional Enterprise Services



Enterprise Services are integrated with market-facing offerings to ensure consistent and effective service delivery & support

- ESM Services are a combination of people, process, & tools
- Service Delivery people use Enterprise Services in the delivery of offerings
- Market-facing offerings consume Enterprise Services as they apply

What's the value to EDS Clients?

Improved IT Service visibility as a result of...

- Increased client visibility into EDS-provided services via Client portal
- Improved visibility into the business impact of IT issues
- Increased EDS accountability to delivery of quality services
- Improved client ability to manage EDS service levels

Rapid response and improved speed/agility...

- EDS can recognize issues, resolve problems and service client requests faster.
- Increase the speed and quality of change and configuration management and reduce human errors.
- As a result...clients can respond faster to their own market demands and make necessary IT adjustments more quickly.
- Clients should see decreased "mean time to resolution" for ITO services and faster "response time to client requests".



What's the value to EDS Clients?

Consistent global delivery of IT services

- Enabled by common service management processes and standard, leveraged tool-sets
- Results in:
 - improved speed to market,
 - better value for their investment,
 - predictable and consistent quality of service,
 - reduced risk associated with your IT environment globally.

Higher quality IT services...

- Enabled by improved process standardization, increased automation and the integration of the two
- Clients will receive consistent, high-quality service delivery and support.
- IT services should be more flexible, available, predictable and dependable.



| Making It Real



ESM Scenario – Client A: Discrete IT Service Outsourcing Client

Business Problem -

- Client suffers delivery issues in a specific IT Service area due to inconsistent staffing, processes, and technologies.
- Internal IT Services suffer from a lack of skilled personnel
- Immature cost management practices cloud CIO's view of true TCO.

Target client characteristics -

- Client wants EDS to provide a reliable, self-contained Discrete IT Service (like Web Hosting).
- To outsource a specific IT Operations and/or Development function
- Targeted IT expertise for a specific service provided at an optimal cost
- Transparency to operational, development, or financial information in accordance with the client's existing Enterprise IT Management processes and systems
- A Discrete IT Service Supplier – and less of a business partner



ESM Scenario – Client A: Discrete IT Service Outsourcing Client

EDS Solution - EDS provides several well-defined IT Service Offerings which can be sold in a discrete manner. Each offering is...

- Implemented in a cost-optimized and globally consistent manner.
- Underpinned by our cross-functional Enterprise Services - providing well-defined ITIL-based IT Management processes & tools.
- Supported by consistently skilled and tooled personnel having focused expertise to deliver the offering in a global manner.
- Enterprise Services pull necessary operational, performance and financial information related to an offering into easily accessible portal formats.
 - allowing client transparent view across operational health, EDS Service performance, and cost of the offering.



ESM Scenario – Client A: Discrete IT Service Outsourcing Client

Competitive Positioning -

- EDS has invested in a strong process and systems integration framework that enables globally consistent delivery of our offerings
- Our market-facing offerings can “plug into” a client’s pre-existing ESM IT Management solutions
- This maximizes our ability to deliver consistent IT Services
- Our ESM Enterprise Services provide web-based visibility to information about the offerings clients receive from EDS



ESM Scenario – Client B: Prime IT Service Outsourcing Client

Business Problem -

- Enterprise clients often deal with inefficiencies and overspending in operations or development areas due to fragmented IT decision-making – driving process and technology deviations across the company

Target client characteristics -

- Looks to outsource a high percentage of IT Operations and/or IT Development to a single provider
- Works in partnership to apply innovation against Business Strategy to co-produce a business-aligned IT and transformation Strategy
- Seeks to manage all aspects of IT operations in a consistent manner across all technology towers using ITIL Service Support and Service Delivery best practices
- Manage all aspects of IT Development in a consistent manner across all phases of the development cycle using SDLC and ITIL best practices
- Expects assistance with Financial Management aspects of IT (Procurement, lease mgmt, chargeback, etc)



ESM Scenario – Client B: Prime IT Service Outsourcing Client

EDS Solution - EDS made significant investment to create Enterprise Services - a cohesive set of IT Management services based on ITIL and EDS Best practices as well as an integrated enabling tool suite.

- Enterprise Services drive singular, common IT Management processes and technology solutions across various towers:
- **Technology tower** – Using same Enterprise Services across technology towers of Servers, Mainframe, Network, Storage, Desktops, etc enables client to have end-to-end transparency across IT landscape in terms of operational, development and IT Financial oversight
- **Business Unit Towers** – Transforming independently managed BU's to a common IT Management framework enables CIO to begin driving Shared Services and other efficiency programs across BU's
- **Regional Towers** – Transforming independently managed regions to a common IT Management framework can align IT to the needs of a Globalized business



ESM Scenario – Client B: Prime IT Service Outsourcing Client

Competitive Positioning -

- EDS does not “start from scratch”.
- Enterprise Services are developed and running in a global mesh NOW.
- New clients are “subscribed” to the pre-existing process and technology – much like an ASP business model.
- Prime IT Outsourcing clients can optimize ROI by reaching IT Transformation goals and business results more quickly.



Cross-Functional Enterprise Services

What exactly are
clients getting?



A Few Things To Keep In Mind...

- Enterprise Services – Not entirely NEW but they are IMPROVED
- “TABLE STAKES” – Must check the ITIL box to be in the game
- Leveraged Enterprise Services first
- Private Enterprise Services handled uniquely
- Understand your client’s Enterprise Service requirements
 - Offerings sold determine Enterprise Services needed
 - Some clients are unable to utilize our leveraged Enterprise Services
- You are not “selling” Enterprise Services as discrete offerings.
 - They are embedded enablers to offerings we sell.
 - They drive global consistency to the way we perform work
- **Ultimately, It's About Implementing Effective Service Management, Not ITIL for ITIL's sake**



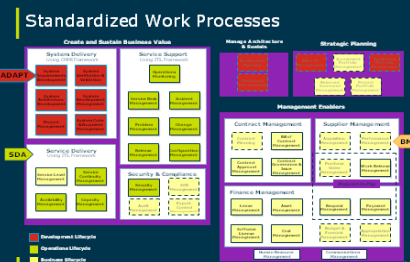
Three Components of EDS' Leveraged Enterprise Services

- Each service comprises a common and consistent collection of people, processes, technologies and best practices
- Services optimize delivery & support functions for EDS-provided offerings
- Enterprise Services are based on process frameworks and improvement models
- Incorporates 40+ years of EDS lessons learned and industry best practices

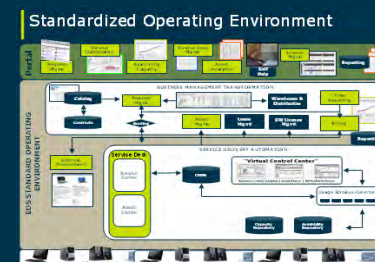
People



Common Process Framework



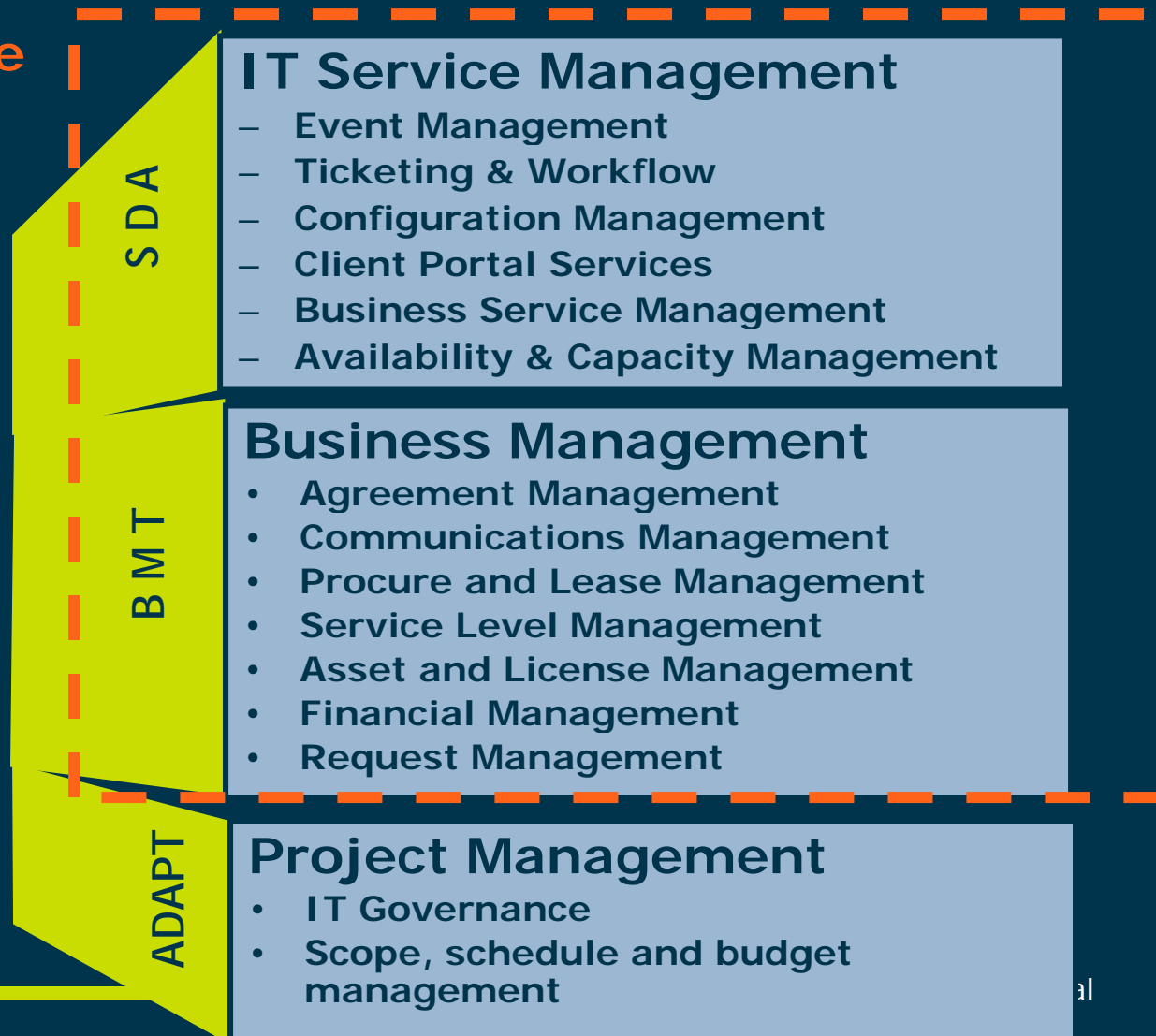
Standard, Integrated Toolset



Enterprise Services @ EDS

Current Scope of Cross-Functional ESM Services

2007 Scope



Leveraged, Cross-Functional Enterprise Services

Service Name	Description	Value Statement	Key Systems
Event Management	The monitoring of events and the follow-on actions taken on events occurring in the environment. Typical examples of monitored events are device outage alerts (up/down) and threshold alerts (degradation or impending degradation).	<ul style="list-style-type: none"> •Reduced number of FTEs required to perform event management •Enables best shore labor utilization •Reduces false alerts, resulting in reduced labor demands •Increases operator productivity after filtering 70% of alerts •Increased client satisfaction due to improved response time and levels of SLA achieved 	<ul style="list-style-type: none"> •VCC •EMI
Ticketing & Workflow	EDS' methodology for service delivery that integrates ITIL-foundational processes and detailed work instructions enabled by a suite of leveraged tools. Ticketing and Workflow is implemented globally to manage desktop, midrange, mainframe, and communications platforms. Process focus is Incident, Problem, and Change Management.	<ul style="list-style-type: none"> •Common global execution of ITIL service support processes •Enables best shore labor strategy •Performs problem management to reduce recurring incidents •Common global change management solution 	<ul style="list-style-type: none"> •Service Center •Asset Center •DW.Web •EON •RTOP •eKMS •Integration – EEIB, TPIS
Configuration Management	– Identifies and accounts for IT CIs and documenting their relationships with and to each other. EDS' Service ensures the accuracy of the CI data discovery, construction of relationship topology, and availability of the information to other ITIL processes.	<ul style="list-style-type: none"> •Common asset and CI data collection automation •Impact analysis during incident management and change management activities 	<ul style="list-style-type: none"> •BMC Atrium •nLayers •Offering-specific auto-asset-detection systems (Opware, SMS, etc)



Leveraged, Cross-Functional Enterprise Services

Service Name	Description	Value Statement	Key Systems
Client Portal Services	Provides consolidated IT reporting and analytic data in one Portal framework. This function is used internally by EDS account teams and externally for clients making this both an operational and informational service.	<ul style="list-style-type: none"> •Common data visualization and reporting infrastructure – no need to build independent solutions •Client satisfaction improvements with 'at-a-glance' visualization of status and other information 	<ul style="list-style-type: none"> •CxP •Service Excellence Dashboard •Report Manager •MS Report Service
Business Service Management	Provides the client and EDS a view into its IT services and visualizes the impact of IT outages at either an operational, application, or business level. BSM includes the consultative analysis and modeling to help drive alignment between IT and the Business.	<ul style="list-style-type: none"> •Provide clients and accounts near real-time visualization of outage impact •Use business terminology to relate IT elements to business processes and owners 	<ul style="list-style-type: none"> •Compuware Centauri •CxP
Availability & Capacity	Monitors, reports, and plans the availability and capacity of IT in its support of the business.	<ul style="list-style-type: none"> •Common data collection architectures serve multiple processes •Common reporting architectures serve multiple processes 	<ul style="list-style-type: none"> •eSLR •EMI (CA Unicenter) •Report Manager

Leveraged, Cross-Functional Enterprise Services

Service Name	Description	Value Statement	Key Systems
Agreement Management	Provides the standards and processes for monitoring the financial and delivery performance of contractual commitments.	<ul style="list-style-type: none"> • Enables accounts to identify and mitigate latent risks throughout the lifecycle of the contract 	
Asset and License Management	<p>Provides a fully documented end-to-end asset lifecycle process from procurement through the end-of-life along with supporting standards, architecture and tools.</p> <p>This service is used by clients and EDS to receive accurate visibility into what IT assets are being used, where they are located, who is using them, and the cost of managing such an environment.</p>	<ul style="list-style-type: none"> • Increased data accuracy • Decreased SLA penalties due to increased data accuracy • Increased asset utilization by auditing and utilizing Excess inventory • Increased automation and reduction of manual entry 	<ul style="list-style-type: none"> • Asset Center • CXP • ITO Asset Analytics • Blazent • Global Receiving App • CMDB • ADR
Financial Management	<p>Provides client invoicing and payment services through the deployment of consistent standards, processes and global, common tools.</p> <p>This service is used to gather all necessary data for the preparation of client billing statements as well as conducting financial analysis to support account forecasting and monthly close activities.</p>	<ul style="list-style-type: none"> • A single global billing solution • Increased audit ability through preventative and detective controls • Enhanced documentation electronically captured and retained • Ability to shift work to leveraged centers and best shore locations • Invoice and back-up detail documentation thru Client Experience (CX) • Faster client payment electronically 	<ul style="list-style-type: none"> • CXP • Open Bill Express (OBE) • Account Data Repository (ADR) • SAP (ECC) • Global Receiving App • Kabira • Singleview



Leveraged, Cross-Functional Enterprise Services

Service Name	Description	Value Statement	Key Systems
Request Management (Order To Cash)	Provides the processes and tools to integrate and automate the flow of information between EDS as a performing supplier and clients from the receipt of a purchase order through the billing and payment cycles. Information and data are efficiently validated, routed, quoted, tracked, and fulfilled within the required time frame.	<ul style="list-style-type: none"> •Single point of entry for client requests •“End-to-end” traceability and audit ability of client requests •Allows for faster client approval and order fulfillment •View of idle inventory for re-use during Client shopping experience •Automated information flow between MYP tools 	<ul style="list-style-type: none"> •SAP (ECC 5.0) •Requisite Catalog •Asset Data Repository (ADR) •Global Rec. App •CXP •Service Center •EoE (EDS on line notification) •Asset Center •Kabira •SingleView
Procure/Lease/Catalog Management	<p>Integrates a user-friendly client shopping experience with a streamlined procurement and delivery process and supports sourcing of third-party, client and EDS leases.</p> <p>The service provides the processes, tools and standards to manage the client-facing catalog obtain and validate quotes and process client commodity orders efficiently.</p>	<ul style="list-style-type: none"> •Enhanced client shopping experience •Global catalog with products and services that drives the accuracy of pricing, billing, asset and software license management •Automation into a single procurement tool 	<ul style="list-style-type: none"> •SAP (ECC 5.0) •Requisite Catalog •Asset Data Repository (ADR) •Global Rec. App •CXP •Service Center •EoE (EDS on line notification) •Asset Center •Kabira •SingleView



Leveraged, Cross-Functional Enterprise Services

Service Name	Description	Value Statement	Key Systems
Service Level Management	<p>Provides the processes, standards and tools for planning, coordinating, drafting, agreeing, monitoring, and reporting on Service Level Agreements (SLAs).</p> <p>The service is used for managing contracts, standards, and service improvement plans to establish correct measurements of performance and enable proactive improvement.</p>	<ul style="list-style-type: none"> • Increase productivity and decrease costs • Standard tools and processes • Multiple new service offerings in business performance management 	<ul style="list-style-type: none"> • eSLR • Oblicore • CXP • ADR • Siebel • EoE (EDS on line notification)
Communications Management	<p>Provides the standards and processes for planning, developing, executing and measuring internal and client communications.</p> <p>This service is used by new accounts to establish a communications framework and existing accounts to standardize communications, improve quality and implement best practices.</p>	<ul style="list-style-type: none"> • Increase global consistency in communications standards and practices • Enhance the quality of internal and client account communications • Standard processes and templates • Leverage expertise across accounts and regions 	



ESM Enterprise Services - Delivery Capability



Standard Operating Environment Locations

Plano

Purpose: Production – Amer
Leveraged Accounts
R5.5 Go-Live: 24 Feb 2007
First Client: General Motors
General Avail: 1Q08

North America

Doxford

Purpose: Production – UK
Government Accounts
R5.5 Go-Live: 24 Feb 2007
First Client: DWP
General Avail: 1Q08

EMEA

Frankfurt

Purpose: Production - EMEA
Leveraged Accounts
R5.5 Go-Live: 01 Oct 2007
First Client: Kraft
General Avail: 1Q08

Auburn Hills

Purpose: UAT/Pre-Prod/DR
R5.5 Go-Live:
Tactical: 31 Aug 2007
Strategic: 1Q08

Latin America

Russelsheim

Purpose: UAT/Pre-Prod/DR
Go-Live:
Tactical: 01 Oct 2007
Strategic: 1Q08

Burwood

Purpose: Production – AP
Leveraged Accounts
Go-Live: 01 Oct 2007
First Client: CBA
General Avail: 1Q08

Asia Pacific

Business Management Delivery Centers: Primary Capabilities Map



ESM Costing



ESM Financial Framework

Three potential sources of costs to enable Enterprise Services

- 1) **1.3 Allocation** – A rate to help EDS recover the costs of the infrastructure and leveraged software licenses that have been purchased to build out the 3-4 global “stacks” which enable Enterprise Services. Only labor included is for steady-state maintenance.
- 2) **Account-specific Costs** – Modeled in a spreadsheet tool, covers acct-specific costs that may apply for optional uplifts, one-time implementation costs, and volumetric license fees.
- 3) **Offering rates** – Typically instrumentation-related products that are specific to an offering and necessary as data feeds into ESM systems.



Why ESM @ EDS?

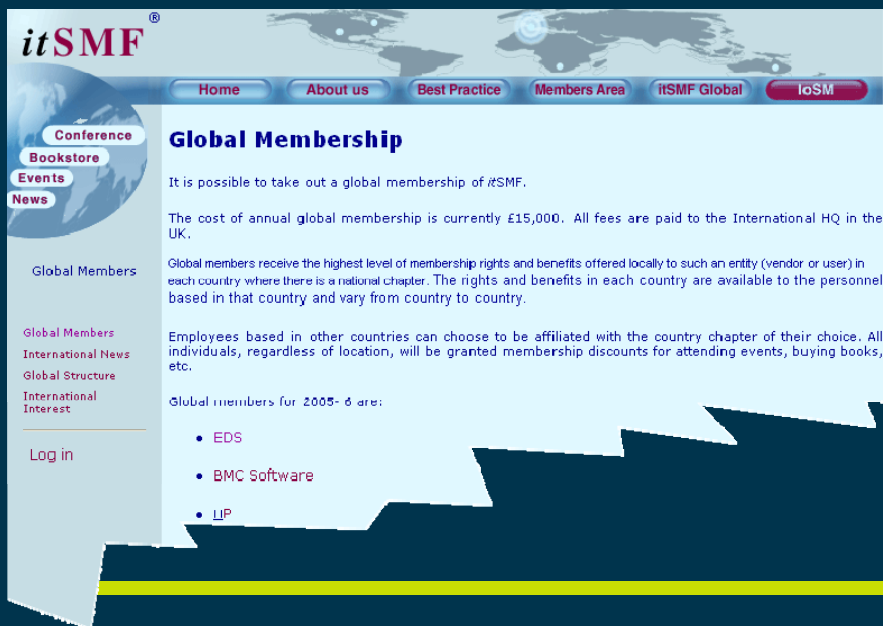


EDS Involvement with ITIL

Deep internal process expertise and extensive adoption

- EDS has been a significant contributor to the ITIL library since its inception in the late 1980s
- Our employees assisted in the writing of each release of ITIL — in 1990 and 2000, and the latest rewrite of ITIL version three
- EDS ITIL certifications:

– ITIL Awareness Course	25,523
– ITIL Foundations	3,551
– ITIL Practitioners	288
– ITIL Service Managers	195
– ICTIM Managers	16



- EDS is also a member of the ISO/IEC 20000 executive subcommittee
- EDS is aligning ITIL Process Suite frameworks ISO/IEC 20000 (BS15000) requirements — a certification increasingly recognized as the quality standard for IT Service Management.
- EDS has employees that are ITIL examiners, as well as employees that are part of the ITIL Accreditation Board in the UK for the Information Service Examination Board (ISEB).
- EDS has a corporate itSMF membership

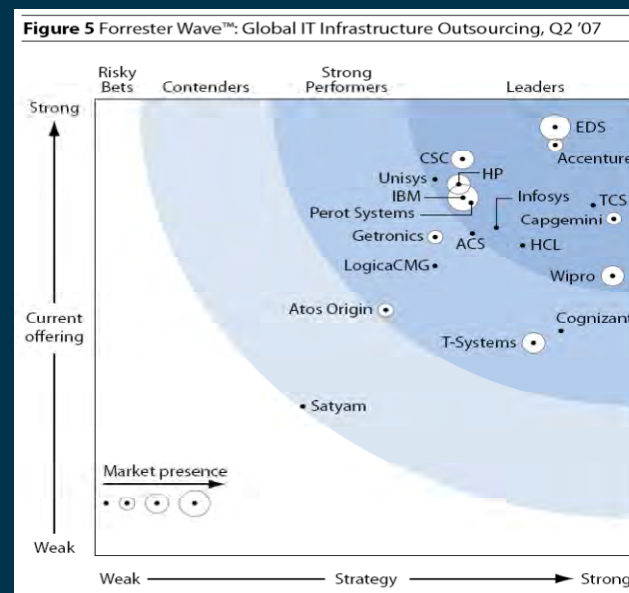
EDS' Leadership Position In Market

"A perennial delivery powerhouse..."

EDS was the highest rated firm in Forrester's most recent Global ITO analysis – ahead of IBM, HP and CSC.

According to Gartner, Forrester and Ovum – EDS is also a leader in the following areas:

- Global Delivery Infrastructure Management WAVE
- North America Desktop Outsourcing Magic Quadrant
- North America Help Desk Outsourcing Magic Quadrant
- Infrastructure Led Outsourcing Navigator – Ovum
- Integrated Desktop and Help Desk Outsourcing WAVE
- Western Europe Data Center Outsourcing Magic Quadrant
- Storage Services Magic Quadrant
- IT Sourcing Deal Transformation Management WAVE
- North American Data Center Outsourcing Magic Quadrant
- European Remote Infrastructure Management WAVE
- Western Europe Help Desk Outsourcing Magic Quadrant
- North America Desktop Outsourcing Magic Quadrant
- North America Help Desk Outsourcing Magic Quadrant
- Storage Services Magic Quadrant



ESM Integration & Implementation Experience

Proven Success

- 1st IT Service Provider to transform Global Delivery System in support of improved Service Management
- Proven success at GM and DWP
- Solid delivery track-record
- Commitment to continuous improvement and quality
- 100's of clients running on current capabilities
- Shaping the market in the Multi-Supplier Integration space

NOTE: See "ESM Successes" in Appendix

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EDS Confidential



Key Differentiating Messages

In the context of EDS' Leveraged Enterprise Services

- Enterprise Service Management is how EDS delivers and supports services. It's the way we do business! It's embedded in the offerings we create, sell and deliver.
- EDS' ESM-driven Enterprise Services help clients improve business performance by aligning IT with their business goals.
- EDS offers the industry's most comprehensive and flexible set of common and consistent IT Management processes supporting services it delivers globally.
- EDS is already delivering the depth, breadth and degree of IT Management integration that ESM makes possible.

NOTE: See supporting messages in Appendix



Additional ESM Resources



Additional ESM Resources

- Upcoming Sell 2 Win Session – July 11th
- Upcoming Selling Point – July 16th
- Town Halls & Analyst Briefing Replays
- Articles – ITIL V3 and MSIM articles coming soon to infocentre and eds.com!
- Whitepaper – Coming in July! – “Multi-Supplier Integration Enabled By ESM”
- Web Sites
 - ESM Web Site: ***Coming Soon with Sales & Marketing Tools!***
 - CIO Web Site:
 - SDA communications: <http://cio.eds.com/orgs/ECI/sda/comm1.html>
 - SDA Forum: Presentations on SDA, BMT, ADAPT and ITIL topics: <http://cio.eds.com/orgs/ECI/sda/forum.html>
 - SDA Forum Archives: http://cio.eds.com/orgs/ECI/sda/forum_archive.html
 - Business Management: <http://www.gbm.eds.com/nlapps/default.asp>
- **PEC Content – Service Management:**
<https://knowledgecentre.eds.com/sites/kc1/s10/default.aspx>
- **Sales Tools** – Under Development for Cross-Functional Enterprise Services
 - Solution Guides
 - Collateral, Client Presentations, Qualification Questionnaires & other client-facing materials



Who do I call...

- To get my client signed up?
 - Americas – Dee Bora
 - EMEA – Martin Fry
 - AP - Randy Fennel
- For assistance solutioning this stuff into my deal?
 - US/Canada - Mike Klein
 - EMEA - Tomaz Kalinowski
 - AP - Harry McKenzie
 - LA - Blanca Balderas



Questions?



EDS

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Supporting Messages – Referenced in “Why EDS?” section



Key Client-facing Messages

In the context of EDS' Leveraged ESM Services

Key Message: Enterprise Service Management is how EDS delivers and supports services. It's the way we do business! It's embedded in the offerings we create, sell and deliver.

Supporting Messages:

- EDS has invested in transforming and modernizing the way it delivers IT services to clients so they better align IT to their business - delivering on our commitments so you can deliver on yours.
 - EDS has embedded and integrated a unique combination of best practices and technologies into its own internal Service Management solution.
 - EDS provides proven IT services to its clients via an innovative, integrated technology and process solution that automates service delivery, support and business office functions.



Key Client-facing Messages

In the context of EDS' Leveraged ESM Services

Key Message: EDS' ESM-driven Enterprise Services help clients improve business performance by aligning IT with their business goals.

Supporting Messages:

- Tightly aligning the IT environment with business goals increases operational efficiency, enables new and improved revenue streams, reduces costs and boosts return on IT investment.
- EDS has the tools and processes in place today to auto-detect and visualize the interrelationships of the IT elements we support for our client.
- Through account team partnerships, EDS extends those IT associations into the client's business to help closely align IT investments with business performance.



Key Client-facing Messages

In the context of EDS' Leveraged ESM Services

Key Message: EDS offers the industry's most comprehensive and flexible set of common and consistent IT Management processes supporting offerings it delivers globally.

Supporting Messages:

- EDS is arguably the only IT Service Provider who has successfully completed a Service Management-focused transformation of their Global Delivery System.
 - We arguably deliver the most comprehensive and integrated set of common, repeatable services in all three primary functional areas of IT Management. -- IT Operations, IT Business Office and IT Development – as part of what it sells and promises to deliver.
- EDS has the flexibility to provide the right combination of services needed to align with a client's own internal Service Management strategy.
 - In support of the delivery of discrete IT services (like server management)
 - In a standard and consistent fashion across multiple IT service environments (in IT partnerships and outsourcing)
- EDS has integrated process frameworks and best practices for IT operations, applications and security that reach far beyond ITIL alignment.
 - A holistic approach to Service Management that encompasses ITIL as well as other best practices, including ICT infrastructure management, IT security management and IT business management
- EDS delivers common and consistent automated business processes via a standard, integrated technology stack – deployed globally to help clients manage their global business.
- EDS ESM services are extendable across multiple IT Service towers and into the client-managed portion of their IT environment.
 - Through the appropriate alignment of people to perform the Service Management function
 - With the development of detailed work-level instructions, integrated with supporting/enabling technologies, to ensure the IT data is in the system and appropriately mapped to and supporting the business process



Key Client-facing Messages

In the context of EDS' Leveraged ESM Services

Key Message: EDS can deliver the depth, breadth and degree of IT Management integration that ESM makes possible.

Supporting Messages:

- Unmatched breadth of process frameworks EDS has implemented globally in a common and consistent fashion, and the degree of integration between those process frameworks.
- Standard, integrated technology stack deployed consistently around the world to deliver common and consistent business processes
- Alignment of people to deliver and support common and consistent tool-set and processes globally
- Arguably the broadest suite of ITIL-aligned IT Services Management and IT business management business process available today delivered consistently around the globe



EXHIBIT B



Please note that while this is a Standard EDS, an HP Company Policy, it may not necessarily apply to your specific employment, unless you have been notified by EDS, an HP Company. If you are in any doubt as to your entitlement, please contact your Business HR Representative.

UK / Sickness & Long Term Absence Policy

Organization:	Human Resources	Policy Number:	EDS-GB-052-01
Contact:	Contact HR	Revision:	01-Aug-2009
		Effective Date:	01-April-2009
		Expiration Date:	

Objective

EDS, an HP Company, aims to provide provision for employees who become unable to work due to extended illness or disability. In certain circumstances, EDS, an HP Company may provide assistance to employees who become medically unfit for work and have exhausted their Company sick pay entitlement. In such circumstances the provisions of this policy may be applied at EDS, an HP Company's absolute discretion.

Scope

This policy applies to all employees of Electronic Data Systems Limited and those of any subsidiary or associated company registered in the United Kingdom, except that it does not apply to legacy employees of Hewlett Packard Limited (or any other HP legacy entity) or HP CDS Limited. Electronic Data Systems reserves the right to amend, suspend or withdraw any section or part of this policy without notice at its absolute discretion.

In this policy references to Sickness Benefit shall mean both Company Sick Pay (see Section 1.1) and benefit under the Long Term Absence Scheme (see Section 9).

Sections 1-8 and section 10 of this policy apply to both the Company Sick Pay and Long Term Absence schemes.

In the event that an employee who is on sickness absence on the policy effective date, their entitlement to Sickness Benefit shall in the future be determined in accordance with this policy.

Definitions

Term	Definition
AMS	Absence Management System
OH	Occupational Health
LTA	Long Term Absence

Procedural Guidelines

- 1.0 Exclusions
 - 1.1 Company Sick Pay
 - 1.1.1 Reference Salary
 - 1.1.2 Increases to Company Sick Pay
 - 1.1.3 Supplemental Pay
 - 1.1.3.1 Shift Pay
 - 1.1.3.2 Standby, Callout and Overtime
 - 1.1.4 Sales Compensation
 - 1.1.5 Allowances and Expenses
 - 1.1.6 Company Car
 - 1.1.7 Company Pension Plan
 - 1.1.8 Variable Pay
 - 1.2 Benefits
 - 1.2.1 Flexible Benefits
 - 1.2.2 Annual Leave
 - 1.2.3 Life Assurance/Death in Service Pension
 - 1.2.4 Share Ownership Plan
- 2.0 Procedure
- 3.0 Sickness Absence While on Annual Leave or during Notice Periods
- 4.0 Medical Treatment and Appointments
- 5.0 Repeated Short Term Absence and Disciplinary Action
- 6.0 Other Employment
- 7.0 Return to Work
- 8.0 Termination
- 9.0 Long Term Absence
 - 9.1 Admittance to the Long Term Absence Scheme
 - 9.2 Procedure
 - 9.3 Pay whilst on Long Term Absence
 - 9.4 Annual leave whilst on Long Term Absence
 - 9.5 Termination from the Long Term Absence Scheme
- 10.0 Phased Return to Work

1.0 EXCLUSIONS

The Company reserves the right not to pay Sickness Benefit in respect of absence resulting from a criminal act by the employee, alcohol and drug abuse or a deliberate self inflicted injury.

1.1 Company Sick Pay

Length of Service**	Amount of Company Sick Pay
Less than 3 months	None

More than 3 months and less than 1 year	4 weeks full pay* inclusive of Statutory Sick Pay
1 year but less than 2 years	8 weeks full pay* inclusive of Statutory Sick Pay
2 years or more	28 weeks full pay * inclusive of Statutory Sick Pay

* Full Pay is defined as the employee's Reference Salary

** Length of service is based on the first day of the period of sickness absence

The level of Company Sick Pay at any given time will be determined by reference to the amount of sickness absence taken by the employee in the preceding 52 weeks.

For continuous absences of 26 weeks or longer employees may be entitled to benefit under the Long Term Absence Scheme as set out in Section 9.

Sickness Benefit may not be paid to an employee who is subject to disciplinary action in respect of absenteeism.

Sickness Benefit will in any event cease when the employee reaches their contractual retirement age, takes up work elsewhere, comes to the end of their fixed term contract, dies or returns to work.

Sickness Benefit will not be paid for periods of uncertified sickness.

1.1.1 Reference Salary

Use of the term Reference Salary in this policy means the Reference Salary in force immediately prior to the commencement of sickness absence.

1.1.2 Increases to Company Sick Pay

Company Sick Pay will not be increased during the period of sickness absence. Salary increases awarded during the period of absence may be withheld at the Company's discretion.

1.1.3 Supplemental Pay

1.1.3.1 Shift pay will cease following a total of 1 months sickness absence in any rolling 52 week period.

1.1.3.2 Standby, Callout and Overtime may not be claimed during periods of sickness absence.

1.1.4 Sales Compensation

Sales compensation earned prior to sickness absence will be paid in full. During the period of sickness absence company sick pay will be based on the Reference Salary.

1.1.5 Allowances and Expenses

All supplements and allowances cease after a total of 26 weeks sickness absence in any rolling 52 week period.

1.1.6 Company Car

The company car must be returned in line with the terms of the Company Car policy.

1.1.7 Company Pension Plan

Membership of the Company pension scheme shall continue. EDS, an HP Company, will continue to deduct employee contributions which would have been payable by the employee had he or she been at work.

1.1.8 Variable Pay

Eligibility for any of the variable pay programmes operated by the Company, including the Variable Performance Bonus and Pay for Results, will cease after a total of 26 weeks absence in any rolling 52 week period.

1.2 BENEFITS**1.2.1 Flexible Benefits**

If you are on paid sick leave, and receive full or reduced pay, you will continue to receive your agreed pay and chosen benefits package and meet the full costs of your benefits during this period by way of reductions to your Flexible Pay. If you are on unpaid sick leave, EDS, an HP Company, will meet the cost of providing your myChoice Selection for the duration of your sick leave. However, if the value of your myChoice Selection exceeds the difference between your Reference Salary and your Flexible Pay, you will be required to make up the difference on your return to work. If you do not return to work, you will be required make up the difference by reimbursing EDS, an HP Company, for the total costs to the end of the benefit term.

Commencing unpaid sick leave is a Qualifying Life Event (QLE), you will have the opportunity to request changes to certain benefit choices within myChoice at that time.

Commencement of the receipt of Long Term Absence payment is also a QLE and, if accepted you will have a further opportunity to request changes to certain benefit choices within myChoice.

1.2.2 Annual Leave

Holiday entitlement must be taken in the year which it is accrued otherwise it is forfeited.

1.2.3 Life Assurance/Death In Service Pension

Employees who die whilst in service will have their life assurance and death in service pension calculated on their Reference Salary.

1.2.4 Share Ownership Plan

Employees are eligible to continue their participation into the Share Ownership Plan. Contributions will be based on Company Sick Pay.

2.0 PROCEDURE

	Employee	Leader	Occupational Health
Days 1 – 6	Employee must notify their Leader or his/her deputy within 1 hour of scheduled start time or as soon as reasonably possible,	Notification to Occupational Health (OH) providing an indication of the reason for absence.	Contact made with the employee and HR where early intervention is required.

	<p>with the reason for the absence, likely duration and expected return to work date. In an emergency situation or, in the event that your Leader is unable to answer the telephone, a voicemail giving the reason for absence and likely return to work date will suffice until such a time that you are able to speak to your Leader in person.</p> <p>On return to work employee must complete the self certification form and send to OH for recording on the Absence Management System (AMS).</p>	A copy of the Sickness & Long term Absence policy and procedures will be provided to the employee.	
Day 7	After 7 consecutive days of absence (including weekends and bank holidays), a National Health medical certificate signed by the doctor must be sent to the Leader.	<p>Medical certificate sent to OH for recording on AMS.</p> <p>By day 7 Leader to have contacted employee to enquire generally as to employee's condition and whether there are any steps the Company can take to assist recovery.</p>	Establish if employee has returned to work, AMS updated with return date. If employee is still absent, OH and Leader will consult to reach a view on the course of action. They will then liaise with the employee regarding next steps.
4- 26 weeks	<p>After a total of 4 week's continuous or intermittent absence in any 52 week rolling period, a review will be initiated by OH where the leader, OH and HR determine whether a referral to the Company appointed advisors is appropriate and gain employee's consent for them to contact his/her GP and for the GP (or any other medical advisor responsible for the treatment of the employee) to provide copies of any reports or records concerning the employee. Employee and Leader to complete the Long Term Absence application process and send to the HR ops team.</p> <p>A second opinion may be sought should the employee's sickness absence potentially become long term.</p> <p>A review to establish the optimum way of enabling the employee to recover and return to work will be held in conjunction with the employee.</p> <p>The employee must contact their leader on a regular basis to keep the leader informed of their progress or on an agreed frequency.</p> <p>After a total of 26 weeks sickness absence in any rolling 52 week period of absence and in the unlikely event of an immediate return to work the employee's account will be suspended and they will no longer have access to email or the EDS, an HP Company's intranet.</p> <p>All Company assets, including laptop, PDA and mobile telephone, must be returned after 26 weeks sickness absence in any rolling 52 week period.</p>		
After 26 weeks	The employee will be considered for admittance to the Long Term Absence Scheme.		

Whilst on sick leave the employee must keep their Leader informed of their likely return to work date and any business that is outstanding.

The Company reserves the right to request National Health medical certificates signed by a doctor. Failure to provide the certificate may result in the cessation of Sickness Benefit and potential action under the Company's disciplinary procedure.

The Company reserves the right to investigate any instances of sickness absence in order to assist in establishing the nature and effects of such absence.

The Company may also request a review of the employee's GP medical records by a Company appointed doctor or to request an assessment by a Specialist in the area of illness. In the event the employee does not agree to such a request the Company reserves the right to reduce Sickness Benefit to a level no less than Statutory Sick Pay.

3.0 SICKNESS ABSENCE WHILE ON ANNUAL LEAVE OR DURING NOTICE PERIODS

Employees who become sick during scheduled Annual Leave may, at management discretion, take Annual Leave at alternative dates as agreed with their Leader, providing a National Health certificate of illness is presented on return to work. The National Health certificate should state the nature and duration of the illness. Employees should not extend the holiday without the Leader's prior agreement.

Employees who are serving their notice must submit a self certification form and/or National Health certificates to the Occupational Health Department.

4.0 MEDICAL TREATMENT AND APPOINTMENTS

Where possible employees should attend medical appointments or receive treatment outside normal working hours or at times which will minimise any disruption to the business. If appointments are required during working hours the employee must gain approval from their Leader in advance of taking the time off.

5.0 REPEATED SHORT TERM ABSENCE AND DISCIPLINARY ACTION

The Company reserves the right to pay only Statutory Sick Pay where there are episodes of persistent absenteeism. Persistent short term absences and repeated absences of 7 days in 4 or more instances in any 52 week period will be monitored by OH. If necessary a review will be initiated with OH, the Leader and the HR Manager. Before any such decision is made an interview will be held with the employee to ascertain the background to and reason for such absences.

Disciplinary action, up to and including termination, may also be considered in accordance with the Company Disciplinary Procedure in the following situations:

- Where there is evidence of abuse of the UK Sickness and Long Term Absence Policy
- Where an absence pattern develops which is of concern to the Company

6.0 OTHER EMPLOYMENT

Employees absent through illness or injury may not undertake voluntary work or be employed by another employer or on their own account. This may be considered an act of gross misconduct and EOS, an HP Company, has the right to immediately terminate an employee's Contract of Employment.

7.0 RETURN TO WORK

The manager will conduct a return to work meeting with the employee following any periods of Sickness Absence. This meeting should establish the reasons for sickness, ensure that the employee is fit enough to return to work, update the employee on

events during their absence, complete any self certification forms and ensure the employee receives any assistance and support required.

If the medical assessor appointed by EDS, an HP Company or EDS, an HP Company's agents or insurers assesses an employee to be fit for normal duties or any other work for which they are suitably qualified he/she will be required to return to work and Sickness Benefit will cease. The individual will return to work in their previous capacity or if this is not reasonably practicable one broadly similar.

OH will maintain contact with the employee during and following their return to work. If required an assessment of their work space will be conducted.

If the employee is able to work, but in a reduced capacity for disability or medical reasons, every attempt will be made to find suitable alternative employment and/or make reasonable adjustment in line with the Disability Discrimination Act 1995 either to their current position or any available vacancy. EDS, an HP Company reserves the right to pay a reduced salary if an employee returns to work in a lower paid capacity, or their original occupation on an adjusted basis. If there is no suitable alternative role within EDS, an HP Company, the Company reserves the right to terminate employment.

8.0 TERMINATION

Without prejudice to any other provision of this policy EDS, an HP Company may terminate the employment of any employee who is unable to carry out their normal duties because of illness resulting in either continuous or intermittent absences after appropriate consultation and advice from EDS, an HP Company's medical advisers, agents or insurers.

If an Employee has accrued but untaken Annual Leave entitlement at the time that their employment is terminated, a payment in lieu of such pro rated entitlement for the current Annual Leave year only will be made to the Employee on termination.

Employees' entitlement to receive the benefits set out in this policy is subject to the Company's right to terminate employment either as set out in this Section 8 or otherwise and in the event of such termination the Company shall not be liable to provide or compensate for the loss of such benefits.

9.0 LONG TERM ABSENCE

9.1 Admittance to the Long Term Absence Scheme

Admittance to the Long Term Absence Scheme (LTA scheme) is not automatic and may not be the recommended course of action to support an employee. To be considered for inclusion in the LTA scheme, an employee must meet all of the following conditions:

- Be a permanent employee of EDS, an HP Company, and be at least one year away from reaching the contractual retirement age;
- Have been absent from work and provided National Health Certificates for a continuous period of at least 26 weeks;
- At the beginning of the absence period have at least 2 years service;
- Have been assessed by a medical advisor appointed by the Company as unfit for both their normal duties and any other work for which they are suitably qualified; and
- Where appropriate any other conditions imposed from time to time by the Company or its insurers.

9.2 Procedure

A Specialist report will be requested and upon receipt a review of the case will take place by an internal board which will consist of the employee's manager, an OH Advisor and the HR Manager. The internal review board will consider the case and where the board considers that all of the above criteria have been satisfied the employee will transfer to the LTA scheme.

If the board decides that the employee does not satisfy the criteria for transfer to the LTA scheme the employee may use the formal Company Grievance procedure to appeal against the decision. If the outcome of the appeal remains negative the employee will be expected to return to work. Failure to return to work may result in disciplinary action, up to and including the termination of employment.

Upon entry to the LTA scheme, regular independent medical assessments of the employee by a medical advisor appointed by EDS on HP Company or their agents or insurers will establish the employee's fitness to return to work. In the event that the medical advisor is of the opinion that the employee is fit to return to work either to undertake either their normal duties or any other work for which they are suitably qualified, then eligibility to receive benefit under the LTA scheme will cease.

Whilst on LTA, the manager will keep the employee informed of any business related changes that have an impact on the employee's terms and conditions of employment.

9.3 Pay whilst on Long Term Absence

An employee will receive benefit based on their chosen benefit level at the beginning of the myChoice year. This will be either 40%, 50%, 60% or a maximum of 75% of Reference Salary, less Employment & Support Allowance (ESA), for a maximum period of 5 years whilst on the LTA scheme. The maximum benefit limit is £300,000 per year.

9.4 Annual Leave whilst on Long Term Absence

Annual Leave continues to accrue during any period of Long Term Absence but is forfeited if not taken during each leave year.

9.5 Termination from the Long Term Absence Scheme

Providing that the conditions for receipt of benefit under the LTA scheme continue to be satisfied the employee will receive benefit under the scheme for a maximum of 5 years. After 5 years the benefit will cease. At that stage, in the event of there being no prospect within the immediate future of the employee returning to work in either their previous capacity or any other work for which they are suitably qualified the Company reserves the right to terminate the employment of the employee.

An employee whose employment terminates during or at the end of any period of Long Term Absence will receive a payment in respect of any accrued but untaken Annual Leave for the leave year in which the employment terminates only.

An employee who returns to work following a period of participation in the LTA scheme may in the future be entitled to participate in that scheme on the following basis:

- The criteria in Section 9.1 must be satisfied and specifically the employee must have been signed off from work continuously for a further period of 52 weeks; and,
- The period of any future participation in the LTA scheme shall be reduced by the period of any previous participation, such that total participation during employment is no more than 5 years. For example, an employee who had participated in the LTA scheme for 2 years and who then returned to work would in the future be entitled to participate in the LTA scheme for a maximum period of 3 further years (5 years in total).

10.0 PHASED RETURN TO WORK

In the event that following a period of sickness absence an employee returns to work on a part time (including reduced hours) basis, the following provisions will apply:

- For the hours or days that the employee actually works, the employee will be paid a pro rata entitlement.
- For the hours or days when the employee does not work they may receive a pay supplement based on the Sickness Benefit that they would have received had the period of sickness absence continued (the "Supplement").

In the event that, following their return to work, the employee's hours change (but the employee remains on a part time basis) the amount of the Supplement will be adjusted.

The Supplement (including any adjusted Supplement) shall be paid for a maximum period of 6 months starting with the first day that the employee returns to work.

The Supplement scheme is offered on the basis that it will assist employees to return to work. The Company reserves the right to withdraw or reduce Supplement payments in appropriate circumstances, for example, on medical advice or if it is considered that there is or has been abuse of the scheme by an employee.

A Supplement will only be paid if the return to work on a part time basis results from a recommendation/advice given by a medical advisor.

Entitlement to the Supplement will cease after 6 months; if after that time the employee continues to work on a part time basis they will receive remuneration based on the amount of time worked.

Revision History

Revision	Description of Change
01-Apr-2009	Conversion to HP template and process change
29-Jul-2009	Amendment to Sections, 8 & 9.5. Addition of Section 9.4
01-Aug-2009	Updated to reflect the change in sickness absence recording and process

EXHIBIT C

From: Siegel, Peter
Sent: Thursday, December 17, 2009 9:50 PM
To: Parry, Peter
Subject: RE: Discontinuation of BT broadband and BT telephone line services

Importance: High

I was doing a very quick scan of emails to see if my expenses have been sorted out yet and this popped up. As previously discussed, I will be unable to do my job for at least two days a week without the phone line and broadband capability (I have no personal requirement for broadband as my iPhone does everything I need internet access for and I get no reception on my work mobile at home). What do I need to do to ensure that I still have all the necessary tools to do my job? Please respond to my personal email address at peter.siegel@gmail.com

Thanks for your help.

Peter Siegel

From: Communication, Internal
Sent: 17 December 2009 13:59
Subject: Discontinuation of BT broadband and BT telephone line services

December 17, 2009

To: All employees with a BT telephone line and/or BT broadband service, currently paid
From: for by HP Enterprise Services.
HPIT
Subject: Discontinuation of BT broadband and BT telephone line services

Following the recent changes to the remote workers IT connectivity services and the subsequent clarification on the policy from Nick Wilson, UK&I MD & ES VP, this mail is for employees in receipt of Broadband and Telephony services centrally procured by HP Enterprise Services.

This email outlines the steps that you are required to take in order to align with the UK Broadband Costs policy and applies regardless of whether you have an exception to the remote workers IT connectivity policy or not.

The current service delivered centrally by HP ES must now be transferred to a personal residential contract in the name of the employee. There are three options available but in making a decision which option to use, you should remember that Business Calls from Home service (BCfH)* is only available on a BT line.

BT TELEPHONE LINE (& BT BROADBAND)

Option 1

Where the employee no longer requires either the telephone line or broadband service the employee must request a cease, HP ES will instruct BT to terminate both services.

Option 2

Retain only the telephone line (in order to use the BCfH service). HP ES will submit a cease request for the broadband service only. BT will set up a new residential line contract in the employees own name, and charge line rental at the prevailing BT rate (£11.25/month on 1st Dec 09).

Option 3

Retain both services. Where the employee requires both the telephone line and broadband service and agrees to have the service transferred in to their own name. HP ES will submit a transfer request to BT who will set up a new contract in the employees own name. (Broadband charges from £15.65 limited to 10GB per month to £29.41 for full unlimited download cost + line rental at the prevailing rate £11.25/month on 1st Dec 09.)

Once you have selected the appropriate option [click here](#) to submit and confirm your request here

Take Action now - you have until 8th January 2010 to select an option, failure

to respond will result in the services being terminated without further notice

Employees must select their appropriate option as soon as possible in order for the request to be submitted to BT. If no response is received by 8th Jan 2010 then both telephony and broadband services will be ceased automatically on that date. The transfer of any services to the employee should be completed by 15th Jan 2010 but no later than the 30th Jan. As the current contractual arrangement is between HP ES and BT, BT is unable to take instructions from employees in person. If you have any questions please email [UK&I IT Services](#)

Regards

Steve Whitbread

*The Business Call from Home (BCfH) service provides EMEA HP with the ability to call national, international and (in most countries) local numbers at HP's low call rates. To order BCfH go to <http://svccatalog-pro.austin.hp.com/Default.aspx> and from the service catalogue select Telephone and Voice Services then Business Calls from Home

For more information about BT Residential services visit www.bt.com

From: Parry, Peter
Sent: Friday, December 18, 2009 12:46 PM
To: Siegel, Peter
Cc: peter.siegel@gmail.com
Subject: RE: Discontinuation of BT broadband and BT telephone line services
Attachments: Discontinuation of BT broadband and BT telephone line services

Peter,

There is no options but to cancel the lines – the BCfH will help if you look at that. Else you will have to attend a HP office with hot desk capability.

I've tried to get this sorted but this is the policy.

Peter

From: Siegel, Peter
Sent: Tuesday, January 12, 2010 1:37 AM
To: Parry, Peter
Subject: Back on the clock

Peter,

I am now back on the clock, working as and when I am able. Currently I am in Norwich.

Since my home phone line and broadband have been cut off I have no connectivity when at home, nor do I get reception on my mobile as previously discussed. What do we have to do for me to get the 3g iPaq that you approved several (at least six or seven) months ago so that I can get on a 3g network and hopefully get reception. Also, what do we need to do to get me a 3g dongle for my laptop so that I can have mobile connectivity? If we go by policy I cannot travel to an office without pre-travel approval, but I cannot submit a pre-travel approval because I have no connectivity at home, Catch-22...

I also understand that we should have had a discussion regarding bonuses that are being paid out at the end of this month, when can we have this conversation? Overall, my satisfaction with HP as an employer is pretty low at the moment, it's people like Andy Guile and my team in Norwich (including the client) that keep me going. As you know, I have not received any raise at all since I joined the company almost four years ago, this is really not acceptable, especially since the market for our skills is quite buoyant at the moment. Not a happy bunny at the moment...

Peter Siegel

From: Parry, Peter
Sent: Tuesday, January 12, 2010 11:17 AM
To: Siegel, Peter
Subject: RE: Back on the clock

Peter,

Glad to hear your back – did I send you the forms or point you at the web site for you to complete and return to me? Did you also speak with Occupational Health? I know you have worked on and off so what was the first date from which you were continually off ill?

Not sure what happened to the phone but we are, as you will see from the email I sent yesterday, in another no purchase phase.

I will set up an appointment to discuss performance, to replace the one when you were off,
– although HP is not an employer who give pay rises as far as I can tell but I will explain. As
regards working from home as explained in my earlier mail if you can't do this effectively
then you will have to travel to the nearest HP office with hot desk facilities and which can
provide the connectivity and communications links require – this is the HP policy.

Peter

EXHIBIT D

From: Parry, Peter
Sent: 02 December 2009 09:54
To: HRBPO_Ops_UK1_CHE
Subject: Staff Sickness

One of my team, Peter Siegel (80136955) was injured in a car accident on his way to a clients site on the 16th November, he has spent a number of days in hospital. He has tried to do some work today but only on a part time basis and has just informed me that the doctors have advised him not to return to work until at least the 14th December. As this injury was suffered on HP business is there anything special I need to do?

Please advise if I need to do anything else.

Thanks for your assistance.

Peter

From: HRBPO_Ops_UK1_CHE
Sent: Wednesday, December 02, 2009 04:27
To: HRGBS UK1 LOA
Subject: FW: Staff Sickness

FYA

R
sabari

EXHIBIT E

From: HRGBS UKI LOA
Sent: Thursday, December 03, 2009 12:27 PM
To: Laurine Divya, S (HR Ops)
Subject: FW: Staff Sickness

FYA

R,

Divya

From: HRGBS UKI LOA
Sent: Monday, December 07, 2009 2:38 PM
To: Parry, Peter
Cc: HRGBS UKI LOA; Laurine Divya, S (HR Ops)
Subject: RE: Staff Sickness

Hello Peter,

Request you to raise a Contact HR case with the employee names, id, the start date of sick leave etc. Once we receive the case we'll let you know on the further steps.

Regards

Laurine Divya

HR Operations EMEA - UKI
+91 44 2837 3730 office | +9144 28362610 fax

divya-s.laurine@hp.com

EXHIBIT F

From: HRGBS UKI LOA
Sent: Saturday, December 12, 2009 1:50 PM
To: Parry, Peter
Cc: HRGBS UKI LOA; Aravind, Akhila
Subject: RE: Staff Sickness

Hello Peter,

Request you to complete and send the attached sickness calculation form for Peter Siegel.

Please find below the links which is available in portal.

http://hrcms01.atl.hp.com:6644/public/pages/_checklist/en_US/general_task_checklistpage_0042.htm - EDS Manager Checklist

http://hrcms01.atl.hp.com:6644/public/pages/_checklist/en_US/general_task_checklistpage_0041.htm - EDS Employee Checklist for Sickness absence

Legacy EDS HR Policies: http://hrcms01.atl.hp.com:6644/public/pages/pol_sg/en_US/text_page_20110.htm

Request you to send the sickness calculation form as soon as possible otherwise the employee will get over paid.

Thank you

Akhila

On-Net: +91 44 2837 3732

Fax: +91 44 2836 2610

Mail to: akhila.aravind@hp.com

EXHIBIT G

From: Contact HR
Sent: Monday, December 14, 2009 2:11 PM
To: Parry, Peter
Subject: Contact HR Case Id 410894 Resolution
Attachments: Sick_Pay_Policy.pdf

Dear Customer,
The answer to the case that you submitted via Contact HR is provided below for your review.

Case Description:

I have a team member, Siegel, Peter (80136955), who was involved in a car accident on the 16th November whilst on his way to a client's site. He spent time in hospital and the doctors have told him he will not be able to return to work until at least the 14th December.

What liabilities do HP have given he was on Company business. What else do I need to do other than record him off sick?

Answer:

Hello Peter,

Please find attached the sick leave policy for your perusal. We would be sending you an email that will highlight the process and the policy for sickness absence.

Please do not reply to this message, as it is an automatically generated email.

However, if the answer does not fully address your request you may reopen the case within the next 30 days:

1. Click on the link below to access your case and select 'Reopen Case'.
2. Please add additional explanation in the notes section to help us addressing your request.

https://crmpo.houston.hp.com:444/psp/pscrrp/EMPLOYEE/CRM/c/RC_SELF_SERVICE.RC_CASE_HD_SS.GBL?BUSINESS_UNIT=HRSUP&DISP_TMPL_FAM_CD=CRM_HHD&CASE_ID=410894

Kind Regards,
Contact HR Team

EXHIBIT H

From: Armstrong, Audrey
Sent: Tuesday, December 15, 2009 6:06 PM
To: Parry, Peter
Subject: RE: Staff Sickness

Good afternoon

:

Can you please advise Occupational Health of a contact number for Peter Seigel, being he was on his way to a client's site it could be work injury related.

Kind Regards

Audrey Armstrong

Occupational Health Administrator

Tele 0141 342 7090

Hewlett-Packard Manufacturing Limited Registered Office: 151 St Vincent Street, Glasgow G2 5NJ.

Registered No: SC103237 Scotland

The contents of this message and any attachments to it are confidential and may be legally privileged. If you have received this message in error, you should delete it from your system immediately and advise the sender.

To any recipient of this message within HP, unless otherwise stated you should consider this message and attachments as "HP CONFIDENTIAL".

EXHIBIT I

Occupational Health Self certification of absence form



Name:	Peter Siegel	Emp No	30180136955
Department:	ASFO EMEA FSI Office of the CTO		

Please State:

Date of first complete day of illness:	22/06/10
Date of last complete day of illness	29/06/10
Total number of work days absent:	6
Total number of work hours absent:	45
Date of return to work:	30/06/10

The reason for my absence was due to:

Gastroenteritis resulting in a visit to A&E

.....

.....

.....

Was a Doctor's Certificate issued?*(This is required for an absence of eight days or over and should be sent with this form)***Was this absence caused by an accident at work?** No**Managers comments on return to work interview:**

.....

.....

.....

.....

.....

Signatures:

- I certify, to the best of my knowledge, that for the above health reason I was incapable of work.

Employee Peter Siegel Date 07/07/2010**Manager** Date

To be submitted to Occupational Health Department, Hewlett Packard Mfg Ltd,
Erskine Ferry Road, Bishopston, Renfrewshire. PA7 5PP

- Hardcopy only where possible

EXHIBIT J

From: Employee Expense Management
Sent: Wednesday, December 16, 2009 12:19 PM
To: Parry, Peter
Subject: EEM 92 - Passive Approval Required

Dear Peter Parry,

This is to inform you that **Peter Siegel** has submitted an expense report in EEM. Below is a copy of the expense report for your review. If you approve of the expenses, no action is required.

If you do not approve of the expenses, or wish to reassign the report to another approver, please log into [EEM \(Approve Reports Screen\)](#) within 2 business days to reject, or reassign it. This report will be found in the 'Passive Approval' section of the Approve Reports screen.

If you need further information please visit the [ER EEM home page](#) where you can find Online Training, Frequently Asked Questions, procedures, special presentations on VAT, checking bank details, American Express topics as well as links to other sites such as the Travel Policy and American Express.

PLEASE DO NOT REPLY to this email, as it is system generated.

Best regards,
The EEM Business Team

Report Information

EXHIBIT K

Subject: Hello
From: Siegel, Peter
Date: Thu, 13 May 2010 11:56:00 +0000
To: Guile, Andrew

Andy,

I trust this email finds you well with things progressing at Aviva. I'm just coming back from perhaps the most difficult month in my life. Short story is while we were on holiday we needed to rush to New York as my mother was unexpectedly quite ill after some routine surgery. She passed away two hours before we got there. On top of this Juniper wound up getting chicken pox and strep throat while we were in New York and we got caught up in the whole volcano thing, with getting stranded half way home in Amsterdam. This is now all behind us as we are trying to pick ourselves up and move on.

I'm still at home basically counting time and was wondering if you can provide some help to me. Your network in the company is significantly stronger than mine. Can you please provide some assistance in finding a new assignment. I am sure that if I had taken my doctors advice and stayed off work for another month after the accident we would be in an entirely different situation right now, but we are where we are, and it has been a harsh lesson learned. If the last few years account for anything, and they still do to me, I hope that you can provide me with whatever help you can in getting me productive for the company once again.

I look forward to hearing back from you. Please feel free to call me at home on 01212362648.

Regards,

Peter Siegel

ASFO EMEA FSI

Office of the CTO

HP Enterprise Services

Mobile: +44 (0)7973 496450

E-mail: peter.siegel@hp.com

Hewlett Packard Enterprise Services Ltd.

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Registered in England no: 53415

VAT number: 432 99 5915

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Subject: RE: Performance Assessments
From: Siegel, Peter
Date: Fri, 2 Jul 2010 09:41:00 +0000
To: Parry, Peter

Peter,

I noticed in the HP job board that you have a current posting for a CTO-423990. Can you provide me with some more info on the position please? I really want to get stuck into an account on a long term basis.

Thanks,

Peter Siegel
ASFO EMEA FSI
Office of the CTO
HP Enterprise Services

Mobile: +44 (0)7973 496450
E-mail: peter.siegel@hp.com

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From: Parry, Peter
Sent: 02 July 2010 08:19
To: EMEA Finance CTO Office
Subject: Performance Assessments

I mentioned a few weeks ago, to those around at the time, that HP have a policy for doing half yearly reviews of objectives and asked that you have a look and update your objectives and achievements in the tools. I will be reviewing your objectives next week and will try and talk with you all about your achievements against those objectives. I will go back to the objectives set out in the Technical Leadership paper primarily around creating the appropriate:

- Vision
- Strategy
- Architectures
- Engineering output
- Operations and service delivery controls
- Governance

In addition there are the personal responsibilities of completing the necessary internal processes time sheets on time as well as mandatory training etc.. The performance assessment will allow us to modify goals and set criteria to the end of the year.

I'll send out diary notes today, so something to contemplate over the week end.

Peter

Peter F Parry ACIB

ITAC Distinguished Certified IT Architect

Chief Technology Officer

Financial Services EMEA

<< OLE Object: Picture (Device Independent Bitmap) >>

HP Enterprise Services

(Phone:+44-1562 884728)

(Cell Phone:+44 7790495124)

E-mail:pparry@hp.com

HP Enterprise Services UK Ltd

Subject: New assignment
From: Siegel, Peter
Date: Mon, 23 Aug 2010 16:13:00 +0000
To: Guile, Andrew

Andy,

Can you please give me a call ASAP. I am looking at a potential new assignment and I have been asked to run it by you. I am available on my home number of 0121236268.

Regards,

Peter Siegel

ASFO EMEA FSI

Office of the CTO

HP Enterprise Services

Mobile: +44 (0)7973 496450

E-mail: peter.siegel@hp.com

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Subject: Vodafone
From: Siegel, Peter
Date: Mon, 6 Sep 2010 10:04:00 +0000
To: Cameron-Peck, Laura
CC: Brooks, David

Laura,

I trust things are going well since we last met in Stockley Park. Recently had a conversation with David Brookes that centred around the Vodafone account and some opportunities that may exist to develop multi-year transformational plans and bringing true innovation to the client. I think that I may be able to provide some help in this area as I have quite a bit of experience in the way that EDS and now HP develop and deliver these plans, including most recently in my role as the UK and Ireland CTO for the Aviva account. Can you please let me know when would be the best time for us to have a conversation?

Thanks for your time.

Regards,

Peter Siegel

ASFO EMEA FSI

Office of the CTO

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Subject: Vodafone
From: Siegel, Peter
Date: Mon, 6 Sep 2010 15:12:00 +0000
To: "de la Bedoyere", Nick
CC: Brooks, David

Nick,

I recently had a conversation with David Brookes where he said there was a potential opportunity in helping the Vodafone account through the creation of multi-year plans and bringing more innovation into the CTO space. I would like to discuss what help I could provide in this space. As you are aware, I was Andy Guile's Lead Architect for Transformation while at Rolls where I kick started programmes such as CMMI and ITIL uptake. Since then I have served as the EMEA CTO for Xerox and most recently as the UK and Ireland CTO for the Aviva account where I was responsible for leading the team the created all the multi-year strategies and standards, bas well as bringing new innovation proposals to the client.

Please let me know what times you are available so that we can coordinate schedules.

I look forward to speaking with you.

Regards,

Peter Siegel

ASFO EMEA FSI

Office of the CTO

HP Enterprise Services

Mobile: +44 (0)7973 496450

E-mail: peter.siegel@hp.com

Hewlett Packard Enterprise Services Ltd.

Registered Office: Cain Road, Bracknell, Berkshire, RG12 1HN

Registered in England no: 53419

VAT number: 432 99 5915

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Subject: Assignments
From: Siegel, Peter
Date: Tue, 7 Sep 2010 21:52:00 +0000
To: Hunter, John

John,

It was good to speak with you the other day. I would be very interested in finding out more about the opportunity with Israel Telecom. As you know, I have quite a bit of experience in developing multi-year plans dealing with major transformation. My last three big assignments were as the UK&I CTO for Aviva, the EMEA CTO for Aviva, and the Lead Architect for Transformation at Rolls. I have nothing of any importance that I am working on at the moment and have immediate availability.

Give me a call and I can fill you in on the stuff that is not included in this note. By the way, we are having Juniper's 5th birthday party on Saturday the 18th from 1:30 at a pub just off of St. Pauls if you would like to come with your family.

I look forward to speaking with you again,

Peter Siegel

ASFO EMEA PSI

Office of the CTO

HP Enterprise Services

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Subject: Back in the saddle
From: Siegel, Peter
Date: Mon, 13 Sep 2010 08:30:00 +0000
To: Parry, Peter

Peter,

I'm back in the saddle, mostly, and need some of your time so we can figure out a long term assignment for me. Currently I don't have much of anything to work on, what with Solvency II ending and AON never properly engaging (they are so far down the path already I'm not sure how much value I can add anyway, other than yelling, and I don't really fancy yelling all the time.

Peter Siegel

ASFO EMEA FSI

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Subject: Enterprise Architects
From: Siegel, Peter
Date: Mon, 13 Sep 2010 09:20:00 +0000
To: Bougourd, David
CC: Gill, EMEA CT <Sukhbinder>

David,

Sukhi Gill suggested I drop you a line. I am a CT/Enterprise Architect currently assigned to the FSI group. My most recent big assignment was as the UK&I CTO for the Aviva account under Andy Guile. I understand that you are currently looking for Enterprise Architects to work on pursuits. In the past I have done a fair amount of Business Development work and spent nine months on the Business Development team, including the first customer meeting with Tesco as well as the CTO, for a time, on one of the Road Runner pursuits. Do you have some time so we can discuss what opportunities you may have for experienced EAs on your team and where I may be able to help out?

Thanks for your time.

Regards,

Peter Siegel

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Office of the CTO

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Subject: RE: Back in the saddle
From: Siegel, Peter
Date: Mon, 20 Sep 2010 09:18:00 +0000
To: Parry, Peter

Peter,

I never heard from you on Friday. Can you please give me a firm time for us to have a conversation. I have seen a listing for at least one position that you have open while I am sitting on the bench and I am confused as to why this situation exists. I am fully capable of doing my job and my last major assignment (prior to a workplace accident) was as the UK and Ireland CTO for Aviva (a major client).

Regards,

Peter Siegel
ASFO EMEA FSI
Office of the CTO
HP Enterprise Services

Mobile: +44 (0)7973 496450
E-mail: peter.siegel@hp.com

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From: Parry, Peter
Sent: 17 September 2010 09:03
To: Siegel, Peter
Subject: RE: Back in the saddle

Busy most of the day will ring you between calls – what number?

Peter

From: Siegel, Peter
Sent: 16 September 2010 18:30
To: Parry, Peter
Subject: RE: Back in the saddle

Peter,

At 18:30 on Thursday I can only assume that you plan on having this conversation tomorrow. What time is best for you?

Regards,

Peter Siegel
ASFO EMEA FSI

Office of the CTO
HP Enterprise Services

Mobile: +44 (0)7973 496450
E-mail: peter.siegel@hp.com

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From: Parry, Peter
Sent: 13 September 2010 09:54
To: Siegel, Peter
Subject: RE: Back in the saddle

Thanks Peter,

Will set something up for later this week.

Peter

From: Siegel, Peter
Sent: 13 September 2010 09:30
To: Parry, Peter
Subject: Back in the saddle

Peter,

I'm back in the saddle, mostly, and need some of your time so we can figure out a long term assignment for me. Currently I don't have much of anything to work on, what with Solvency II ending and AON never properly engaging (they are so far down the path already I'm not sure how much value I can add anyway, other than yelling, and I don't really fancy yelling all the time.

Peter Siegel
ASFO EMEA FSI
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Subject: GSS EA Team
From: Siegel, Peter
Date: Tue, 21 Sep 2010 11:03:00 +0000
To: Parry, Peter

Peter,

I've just spoken to Dave Bougourd about the GSS EA team that he is running. As a result of this I will be putting my name forward for a position on the team and the conversation I just had will be considered as my first interview. I am sure that Dave will be contacting you shortly to discuss the potential transfer into his team. Please feel free to contact me if you would like to discuss this.

Thanks,

Peter Siegel

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Office of the CTO

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EXHIBIT L

From: Whalley, Nick
Sent: 24 September 2010 13:44
To: Siegel, Peter
Cc: Wilkinson, Mark (EMEA SSC); Bougourd, David; Hill, Nicky
Subject: 2nd Interview

Hi Peter

I was hoping you could be available for a second Interview with Mark Wilkinson next Tuesday 28th? The slot can 10-11 or 11-12, please advise?

I look forward to your response

Thanks and regards

Nick Whalley

Core Solutions, EMEA SSC
Enterprise Services
Hewlett-Packard Company

+447970 233926 / Mobile
nick.whalley@hp.com / Email

Planned Absence:



Registered Office: Cain Road, Bracknell, Berkshire. RG12 1HN

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EXHIBIT M

From: Oldfield, Ian
Sent: 06 December 2010 09:53
To: Oxtan, Phil
Cc: Smith, Stephen
Subject: Text Message from Peter Siegel

Phil,

Received a text message from Peter over the weekend indicating he has been "cleared" to come back to work from Tuesday. He has, however, an MRI scan on Wednesday.

He indicated he is calling me tomorrow morning.

Ian.

Ian Oldfield
Account Executive, Financial Services
Hewlett-Packard Company

+44 7790 491259 / Tel
+44 7790 491259 / Mobile
ian.oldfield@hp.com / Email
Wavendon Tower

EXHIBIT N

From: Waterfield, John
Sent: Tuesday, January 04, 2011 11:09 AM
To: Siegel, Peter; Boyadzhieva, Aglika
Subject: RE: EEM 9Z - Final Reminder: Receipts Required

Peter

The active approval doesn't normally bypass the receipt process. Have you submitted receipts, did they get lost, were there any receipts and did you have a copy?

Kind regards

John

John Waterfield

CME CTO, Vodafone Global Account

Hewlett-Packard

+44 7825 110 321

john.waterfield@hp.com

Cain Road

Amen Corner

Bracknell

Berkshire, UK.

RG12 1HN

Administrative Assistant

Aglika Boyadzhieva

HP Enterprise Services

Telephone: +35924898548

E-mail: aglika.boyadzhieva@hp.com

Business Park, Sofia, Building 8C

1766 Sofia, Bulgaria

OUTCOMES THAT MATTER



Large format HP is available in various sizes and colors.

EXHIBIT O

From: Boyadzhieva, Aglika
Sent: 05 January 2011 13:28
To: Waterfield, John
Subject: Travel Request - Peter Siegel

I've approved the travel request of Peter ☺

Kind Regards,

Agi

Aglika Boyadzhieva

Administrative Assistant

HP Enterprise Services

Telephone: +35924898548

E-mail: aglika.boyadzhieva@hp.com

Bussines Park, Sofia, Building 8C

1766 Sofia, Bulgaria

From: Waterfield, John
Sent: Wednesday, January 05, 2011 3:52 PM
To: Boyadzhieva, Aglika
Subject: RE: Travel Request - Peter Siegel

Thanks

Kind regards

John

EXHIBIT P

Ann Livermore

EVP HP Enterprise Business

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To:

HP Enterprise Business Team

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< font size="2" face="Arial">From:

Ann Livermore, EVP HP Enterprise Business

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;

Date:

September 23, 2009

Â

Â

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Subject:

Go for growth!

Â

Â

HP Confidential - Internal Use Only

Â

Today's customers are expecting more from their technology partners than ever before. Our customers look to HP to solve their technology challenges and help them achieve their business priorities.

Â

In the past three years, we have made significant investments to build a robust portfolio. Our products are second to none, and the investments we've made in software and services have dramatically changed who we are as a company.

Â

HP is uniquely positioned as the only company to provide a comprehensive array of solutions across services, software, servers, storage and networking. On top of that, only HP can bring it all together and deliver it any way customers want it.

Â

We have a huge opportunity for growth. Our Total Addressable Market (TAM) is \$780 billion. All of the critical elements to capture a greater share of this market and grow our business are at our disposal. We have a great opportunity to go for growth.

Â

I have decided to take three actions to accelerate growth:

Â

Â-Â-Â-Â-Â-Â-Â-Â Merge TSG and EDS to create the HP Enterprise Business

In recognition of the impact that EDS has made on HP, the Technology Solutions Group will be renamed HP Enterprise Business. The addition of EDS, which represents 67% of our Total Addressable Market, has

dramatically changed the makeup of our business and significantly increased the market opportunity for HP.

Ä

EDS will be renamed HP Enterprise Services to combine the power of the HP brand with the strong services brand equity that EDS has built over decades. The service delivery excellence that defined EDS plus HP's™ best-in-class technology and innovation is a powerful combination.

Ä

* Increase Total Addressable Market (TAM) coverage for the Global 1000

The top 1000 customers represent 51% of our market opportunity. They want HP to approach them with a plan for how we can help them use technology for better business outcomes. They expect consistent global capabilities and integrated offerings. Our goal is to cover the top 400 of these accounts with dedicated account general managers and the next 600 with coverage of one account manager for every 2 to 4 customers. In FY10, we are adding account management roles in each region to increase our coverage. With these investments, we can better serve our customers and grow our business with them.

Ä

* Expand TAM coverage for ESSN and TS with additional specialists

A key goal for us is to provide the maximum TAM coverage for all of our businesses. For Enterprise Storage, Server and Networking (ESSN) and Technology Services (TS) it is critical that we improve our coverage to drive growth. Peaked Executive Account Managers (EAMs) are specialty representatives that have taken on the account leadership roles. For FY10, peaked EAMs will either be assigned to one of the G1000 accounts or to a BU specialty sales force and retain their account leadership responsibilities.

Â

In July, we announced that all ESSN and TS sales and select channel marketing resources previously managed under Solutions Partner Organization (SPO) would move to ESSN and TS. This decision was made to enable fast decision making and turnaround time for partners. It also allows us to deploy resources in a better integrated plan across the channel, inside sales and sales representatives. We began the SPO transition on August 1st and the full transition will be complete by October 31.

Â

HP Software & Solutions will remain in its current model with a few minor adjustments at the region level.

Â

These actions represent a natural evolution of the growth strategy we have been executing for several years. By expanding our coverage and refining our business models, we will be better positioned to capture share and drive growth.

Â

HP has built a solid reputation as a company that customers trust. We deliver the outcomes that matter for our customers today and in the future.

Â

I want to thank you for your commitment and focus on our customers. With your support, we will take advantage of the significant growth opportunities ahead of us.

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Regards,

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Ann

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Technology for better business outcomes

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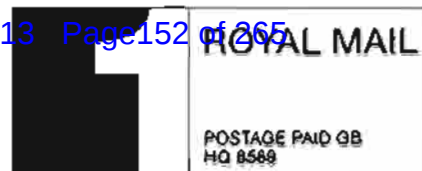
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EXHIBIT Q



i n v e n t



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MR P SIEGEL
17 AMAZON LOFTS
TENBY ST
BIRMINGHAM
B15 2ST MIDLANDS
B3 3AJ

6387

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YOUR TOTAL ACTUAL SALARY STATEMENT EXPLAINED

This statement, which forms part of your contract of employment, updates last month's Total Actual Salary Statement.

Basic salary, allowances, deductions and adjustments which appear before the Total Actual Salary line are elements used by the Company for internal comparisons and for comparing with the market generally. The Total Actual Salary figure shows your basic contractual pay entitlement.



PAY DATE

21/02/2011

EMPLOYEE ID

30180136955

TOTAL ACTUAL SALARY STATEMENT - SEE REVERSE FOR FURTHER INFORMATION

FLEXIBLE BENEFIT OPTION	MONTHLY EMPLOYEE COST	MONTHLY TAXABLE VALUE	PAY ELEMENT	ANNUAL VALUE
CHILD CARE VOUCHER <£243	243.00C		BASE SALARY	85001.04
CHILD CARE VOUCHER >£243	157.00C	157.00		
CRITICAL ILLNESS EMPLOYEE	11.10C	11.10	FLEX FUND	9444.00
CRITICAL ILLNESS PARTNER	10.00C	10.00	TOTAL PAY	94445.04
DENTAL				
GROUP INCOME PROTECTION	49.07C			
HEALTH CASH PLAN				
HEALTH SCREEN EMPLOYEE			INVESTMENT PLAN	425.03C
HEALTH SCREEN PARTNER				
LIFE ASSURANCE EMPLOYEE	27.94C			
LIFE ASSURANCE PARTNER	3.36C	3.36		
ANNUAL LEAVE				
MEDICAL	238.58C	238.58		
PERSONAL ACCIDENT CHILD	5.52C	5.52		
PERSONAL ACCIDENT EMPLOYEE	16.00C	16.00		
PERSONAL ACCIDENT PARTNER	16.00C	16.00		
DETAIL VOUCHERS				
TRAVEL INSURANCE				
WINE				
WLEXBMP				
WVIVA				
TOTAL	777.57C	457.56	TOTAL ACTUAL SALARY	



PAYSPLIT

MESSAGES

PAYROLL CAN BE CONTACTED HP PORTAL:
CAREERS, POLICIES & TOTAL REWARDS>TOTAL REWARDS>UK PAYROLL

EMPLOYEE NAME	P. SIEGEL	TAX CODE	647L	PAY DATE	21/02/2011
EMPLOYEE ID	80136955	TAX BASIS	0	SORT CODE	201174
NI CATEGORY	A	TAX PERIOD	11	ACCOUNT No	****9120
NI NUMBER	PX943717B	TAX Ref	362/S400	ACCOUNT Ref	
PAYMENTS	UNITS	VALUE	DEDUCTIONS	VALUE	YEAR TO DATE TOTAL
SALARY		7870.42	TAX	2010.67	22118.93
BMP NTX		343.20	NAT INS	381.48	4191.87
PLEXPBNI		425.01C			
FLEXGRIP		49.07C			
FLEXOTHR		728.50C			
FLEXTX	300.56				
FLEXTXNI	157.00				
				TAXABLE ITD	78378.88

TOTAL ACTUAL PAY

7011.04

TOTAL DEDUCTION

2392.15

NET PAY

4618.89

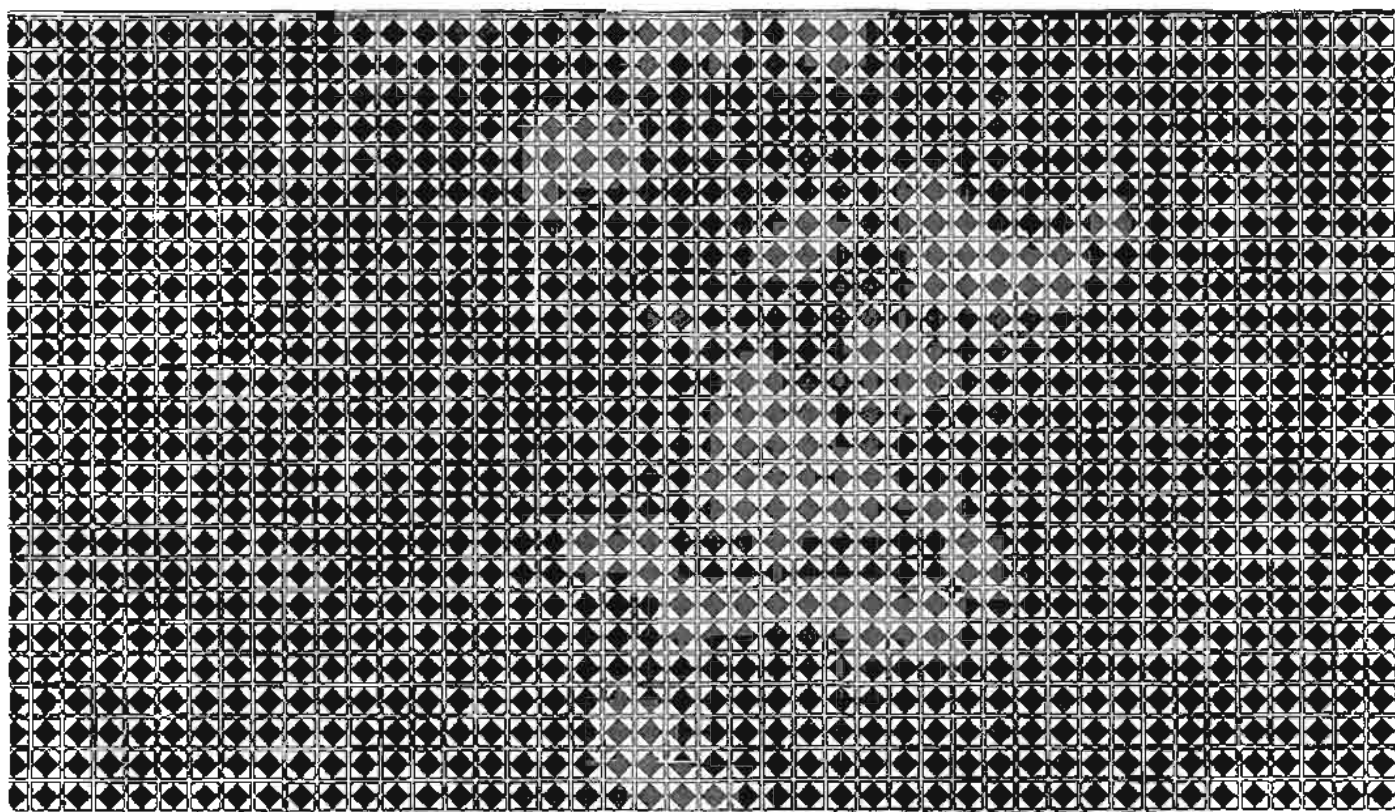


EXHIBIT R

Annual Report Appendix A Aon:HP Strategic Partner Plan

Version 2 – Post review with Andy Elton (Aon's Global Relationship owner for HP)



6 September 2010

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The information contained herein is subject to change without notice.

HP context for this meeting

- Entering period of planning for HP:
 - We call this the Account Business Plan (ABP)
 - We use a business driven approach as the foundation: Business Value Framework (BVF)
 -where Aon is going as a business?
 -how Aon IT and HP can help drive and support this?
 - Plan covers :
 - All dimensions of our current and potential future work with Aon: i.e.: not just UK/EMEA or Hosting/TSS
 - Full HP portfolio
 - A time horizon for 2011 and beyond
- Agreed in principle with Andy Elton and Adam Stanley to undertake planning jointly - now need to make this happen. A first review (Plan Version 1) was undertaken with Andy Elton and Peter Middlemiss on 5 August. This document represents the output of that meeting
- Objectives for today:
 - Share with you latest status of the Aon:HP thinking
 - Discuss Aon plans as they are developing
 - Agree next steps for further work with and beyond this group

Contents

- Aon and HP joint aspirations
- Our understanding of Aon strategic priorities
- HP focus areas and goals for working with Aon as at June 2010:
 - Technology Solutions and Services:
 - Data Centers/Application Services
 - End User Services
 - Telecom and Network Services
 - Global/Cross-Business Groups:
 - Corporate Systems
 - IT Risk Management
 - Business Units:
 - Global Products
 - Risk & Insurance Brokerage Services:
 - Aon Risk Services
 - Aon Benfield
 - Aon Consulting/Aon Hewitt
 - Underpinning capabilities:
 - Hardware, Software and Sourcing
 - Futures
- Joint working:
 - Teaming across the focus areas
 - Bi-directional business



Aon and HP joint aspirations as strategic partners



...as the number one insurance broker and best employee benefits consulting firm in the world

...aspires to be 'universally recognised as the Pre-eminent Global Professional Services Firm focused on Risk and Human Capital Solutions'

...by delivering on its strategic commitments, financial metrics and key initiatives



.....as the world's largest technology company

.....aspires to be 'universally recognised as Aon's Pre-eminent Technology Partner'

...by delivering the full HP portfolio, enable Aon to deliver its strategic commitments, financial metrics and key initiatives

Aon IT and HP as Strategic Partners

To be discussed:



As strategic partners, we jointly aspire to...



...be trusted advisors to our clients; bringing both global and local engagement; under a proactive, open and agile engagement style; drawing on the full range of our capabilities; enabling us to deliver on our promises and add breakthrough value over and above simply keeping the lights on; and thereby...

...grow our respective businesses and value to Aon



Our understanding of Aon strategic priorities

ASPIRATION:

Pre-eminent Global Professional Services Firm focused on Risk and Human Capital Solutions
Grow Shareholder Value

STRATEGIC COMMITMENTS:

Deliver Distinctive Value To Our Clients

Attract and Retain Unmatched Talent

Deliver Operational Excellence

FINANCIAL METRICS: (and Q2'10 results)

Organic Rev. Growth

Decline by 1%

Pre-Tax Margin

Target: Brokerage 25%
Target: Consulting 20%
Actual: Brokerage 21% (up 2%)
Actual: Consulting 14.8% (down 0.2%)

Earnings Per Share

Increased 7% to \$0.81

BUSINESS INITIATIVES (End '09/ Q2'10):

Aligning Global Capabilities To Serve Clients

Growth through acquisitions
Global capability/coordination
Local execution
Global platforms
Aon Broking/GRIP platform
Client Promise
Manchester United and other sponsorship
Retail presence

Investing Significantly In Our Capabilities

Add new talent
Add new capabilities
Aon Benfield integration
Invest heavily in emerging markets
Product innovation
FACONnect and GRIP

Hewitt Associates acquisition

Delivering Operational Excellence

Investing in the business for long term growth
Remove inefficiency/cost from non-client facing areas
Efficiency and productivity (not cost cutting)
Restructuring programme
Return of capital to shareholders

DELIVERED THROUGH Aon:HP FOCUS AREAS:

Technology Solutions and Services

Data Centers/ Application Services

End user Computing

Telecom and Network Services

Global/Cross Business Groups

Corporate Systems

IT Risk Management

Business Units

Global Products Group

Aon Risk Services

Aon Benfield

Aon Consulting/
Aon Hewitt

Underpinning Capabilities

Hardware, Software and Sourcing

Futures

Sources: Aon announcements; Aon:HP discussions; HP analysis



HP focus areas and 12 month goals for working with Aon: Technology Solutions and Services

As at August 2010 – subject to periodic review and revision with Aon

Data Centers/ Application Services:

...to be the Strategic Partner of choice and deliver on our promises e.g. resulting from 2009 renewal

...work globally to support Aon's hosting strategy and any direct Business CIO requirements

...in EMEA, make the UK the hub for further geographic/application based consolidation

...in APAC, support the emerging hosting agenda

...in the US, increase HP's share of wallet viz a viz CSC/other vendors

...for Aon Hewitt, work closely with Aon to define and deliver the integration

...drive breakthrough initiatives such as Disaster Recovery (Spain/EMEA) and Cloud

End User Computing:

...deliver German EUC as the foundation for the Global EUC model

...deliver further EUC implementations, initially in NL/Belgium/ France, as well as emerging requirements in Latin America, Canada and APAC

...implement the BPOS helpdesks and drive with Aon the growing Service Management agenda

...forge a Strategic Partner relationship through HP investment in an EUC Advisor role

...through this, further define and support delivery of the EUC vision and work on a staged basis to implement key elements of this across Aon BUs/geographies

...for Aon Hewitt, work closely with Aon to define and deliver the integration

Telecom and Network Services:

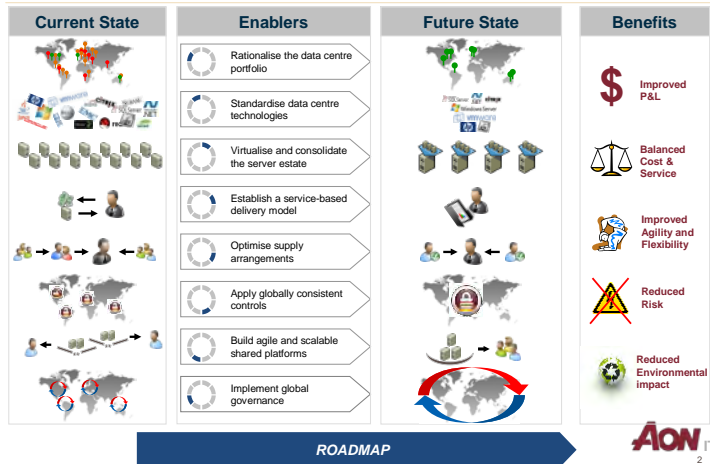
...recognising other Aon strategic partner relationships, explore if there are any specific areas where HP can add value

...showcase newly expanded HP Networking solution set (i.e. including 3Com acquisition) as a basis for future discussions



Data Centers/Application Hosting

Data Centre Vision



Data Centers/ Application Services:

...to be the Strategic Partner of choice and deliver on our promises e.g. resulting from 2009 renewal

...work globally to support Aon's hosting strategy and any direct Business CIO requirements

...in EMEA, make the UK the hub for further geographic/application based consolidation

...in APAC, support the emerging hosting agenda

...in the US, increase HP's share of wallet viz a viz CSC/other vendors

...for Aon Hewitt, work closely with Aon to define and deliver the integration

...drive breakthrough initiatives such as Disaster Recovery (Spain/EMEA) and Cloud

Relevant Aon KPIs or Operational Objectives?

....TBC

....would encompass:

-Application availability

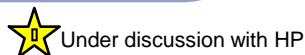
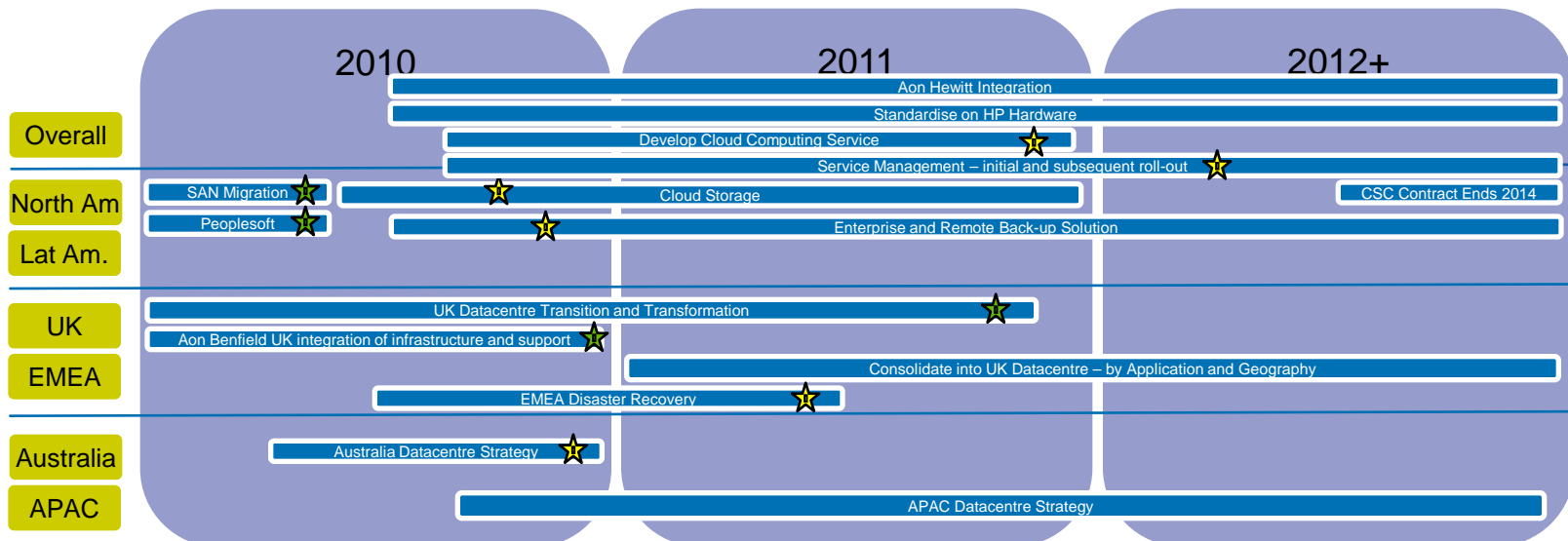
- Cost

-Consolidation measures

Current HP work at Aon:

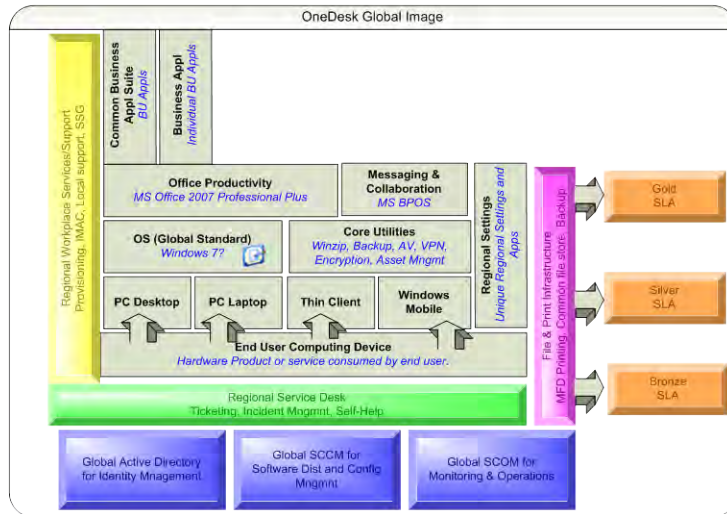
- UK infrastructure technology outsourcing
- Ireland data centre
- Provision of hardware solutions in various Aon operations globally

STRATEGIC INITIATIVES:



End User Computing

Aon Global Desktop Offering



End User Computing:

... deliver German EUC as the foundation for the Global EUC model

... deliver further EUC implementations, initially in NL/Belgium/ France, as well as emerging requirements in Latin America, Canada and APAC

... Implement the BPOS helpdesks and drive with Aon the growing Service Management agenda

... forge a Strategic Partner relationship through HP investment in an EUC Advisor role

... through this, further define and support delivery of the EUC vision and work on a staged basis to implement key elements of this across Aon BUs/geographies

... for Aon Hewitt, work closely with Aon to define and deliver the integration

Relevant Aon KPIs or Operational Objectives?

...TBC

...would include:

-Cost

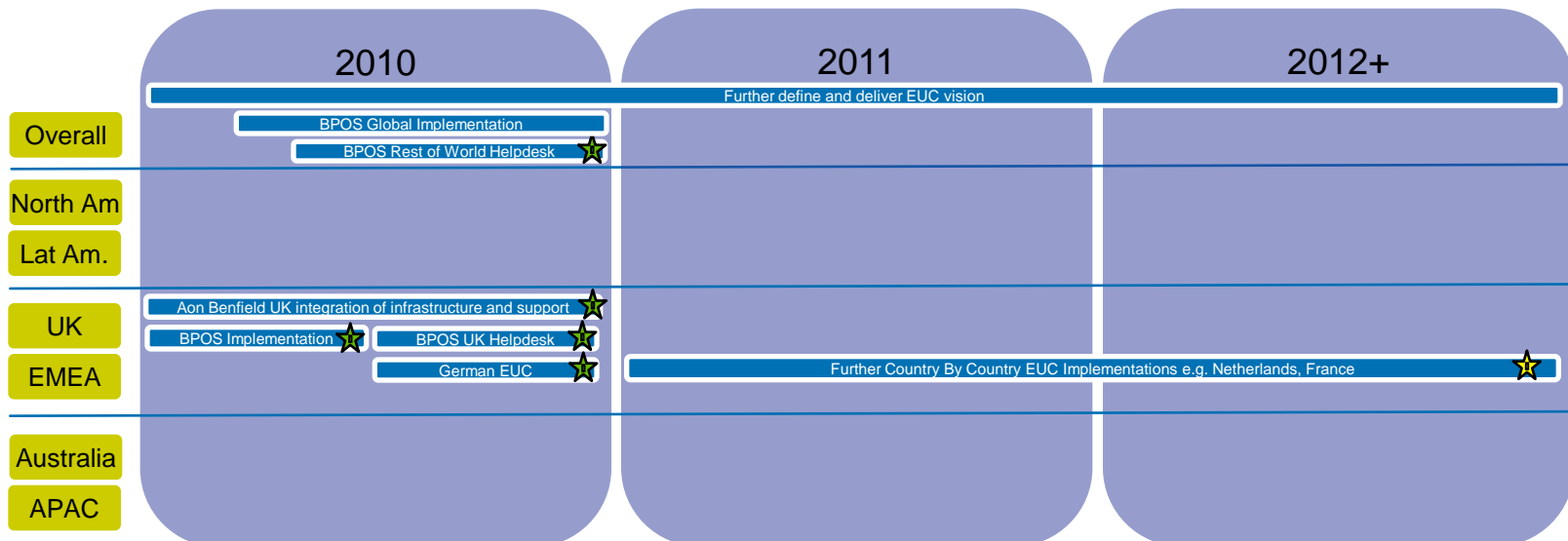
- % of Aon base adopting the target model

- Reliability

Current HP work at Aon:

- UK BPOS implementation
- Progressing EUC implementation in Germany
- Progressing set-up of UK and Rest of the World BPOS helpdesks
- Limited wider adoption of HP Desktop equipment across Aon

STRATEGIC INITIATIVES:



HP Delivery



Under discussion with HP





HP focus areas and 12 month goals for working with Aon: Global/Cross-Business Groups

As at August 2010 – subject to periodic review and revision with Aon

Corporate Systems:

...continue to deliver on our promises in hosting e.g. Peoplesoft

...use this as a foundation for broadening the relationship i.e. understanding of Aon priorities and HP capabilities

...drive breakthrough initiatives in areas such as Business Intelligence/BI; SAP upgrade; Corporate Applications

...work towards achievement of Strategic Partner status in Aon Corporate Systems

IT Risk Management:

...implement the EMEA Security solution and deliver on our promises

...implement the 'EMEA Security solution' in the US

...use EMEA Security as a foundation for broadening the relationship i.e. understanding of Aon priorities and HP capabilities



Corporate Systems

ASPIRATION: Pre-eminent Global Professional Services Firm focused on Risk and Human Capital Solutions Grow Shareholder Value			
STRATEGIC COMMITMENTS:	Deliver Distinctive Value To Our Clients	Attract and Retain Unmatched Talent	Deliver Operational Excellence
FINANCIAL METRICS: (and Q2'10 results)	Organic Rev. Growth Decline by 1%	Pre-Tax Margin Target: Brokerage 25% Target: Consulting 20% Actual: Brokerage 21% (up 2%) Actual: Consulting 14.8% (down 0.2%)	Earnings Per Share Increased 7% to \$0.81
BUSINESS INITIATIVES (End '09/ Q2'10):	Aligning Global Capabilities To Serve Clients Growth through acquisitions Global capability/coordination Local execution Global platforms Aon Broking/GRIP platform Client Promise Manchester United and other sponsorship Retail presence	Investing Significantly In Our Capabilities Add new talent Add new capabilities Aon Benfield integration Invest heavily in emerging markets Product innovation FAcconnect and GRIP Hewitt Associates acquisition	Delivering Operational Excellence Investing in the business for long term growth Remove inefficiency/cost from non-client facing areas Efficiency and productivity (not cost cutting) Restructuring programme Return of capital to shareholders
DELIVERED THROUGH Aon:HP FOCUS AREAS:	Technology, Solutions and Services Data Centers/ Application Services End user Computing Telecom and Network Services	Global/Cross-Industry Groups Corporate Systems IT Risk Management	Business Units Global Products Group Aon Benfield Aon Risk Services Aon Consulting/ Aon Hewitt
		Underpinning Capabilities Hardware, Software and Sourcing	Futures

Corporate Systems:

...continue to deliver on our promises in Peoplesoft hosting

...use this as a foundation for broadening the relationship i.e. understanding of Aon priorities and HP capabilities

...drive breakthrough initiatives in areas such as Business Intelligence/MI; SAP upgrade; Corporate Applications

...work towards achievement of Strategic Partner status in Aon Corporate Systems

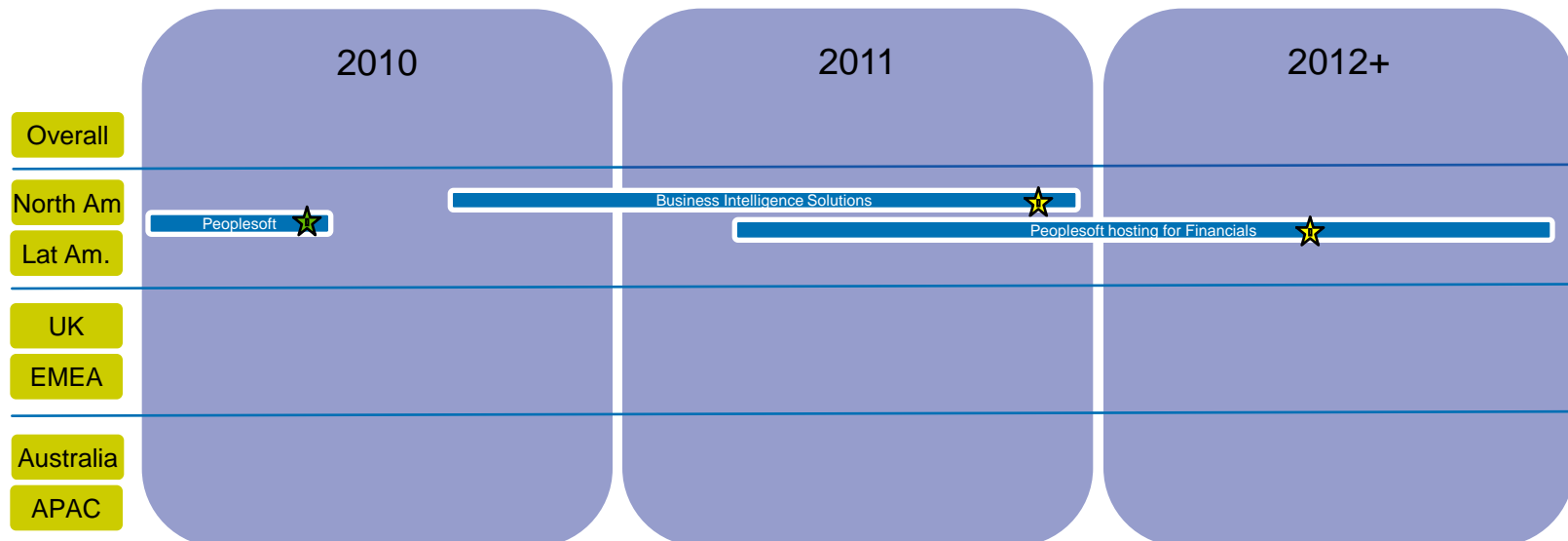
Relevant Aon KPIs or Operational Objectives?

....TBC

Current HP work at Aon:

- Peoplesoft/US Corporate Systems hosting

STRATEGIC INITIATIVES:



IT Risk Management

ASPIRATION: Pre-eminent Global Professional Services Firm focused on Risk and Human Capital Solutions Grow Shareholder Value			
STRATEGIC COMMITMENTS:	Deliver Distinctive Value To Our Clients	Attract and Retain Unmatched Talent	Deliver Operational Excellence
FINANCIAL METRICS: (and Q2'10 results)	Organic Rev. Growth Decline by 1%	Pre-Tax Margin Target: Brokerage 25% Target: Consulting 20% Actual: Brokerage 21% (up 2%) Actual: Consulting 14.8% (down 0.2%)	Earnings Per Share Increased 7% to \$0.81
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Delivering Operational Excellence Investing in the business for long term growth Remove inefficiency/cost from non-client facing areas Efficiency and productivity (not cost cutting) Restructuring programme Return of capital to shareholders			
DELIVERED THROUGH Aon:HP FOCUS AREAS:	Technology, Solutions and Services		
	Global/Group & Business Unit Groups		
	Business Units		
	Underpinning Capabilities		

IT Risk Management:

...implement the EMEA Security solution and deliver on our promises

...implement the 'EMEA Security solution' in the US

...use EMEA Security as a foundation for broadening the relationship i.e. understanding of Aon priorities and HP capabilities

Relevant Aon KPIs or Operational Objectives?

....TBC

Current HP work at Aon:

- EMEA security

STRATEGIC INITIATIVES:

	2010	2011	2012+
Overall			
North Am			
Lat Am.			
UK			
EMEA	EMEA Security ★		
Australia			
APAC			



HP focus areas and 12 month goals for working with Aon: Business Units (1)

As at August 2010 – subject to periodic review and revision with Aon

Global Products Group:

...complete delivery of ECM in the UK

...roll-out next stage ECM implementations i.e. Belgium, Germany, US Affinity, US ARS, Bermuda, Switzerland, APAC/Australia

...use ECM successes as the foundation for a broader strategic partnering relationship with the Global Products Group

...progress hosting for Xpress and the Aumine out of the UK

...explore other areas such as: AUmine global roll-out/integration; Xpress

...extend MphasiS, an HP company, delivery beyond ECM to other Global Product programmes

Aon Risk Services:

...implement ECM in US Affinity & ARS

...use ECM successes as the foundation for a broader strategic partnering relationship with ARS

...drive breakthrough business changing solutions in areas such as: Account Team Desktop; iPad for Field Representatives; RI3K/electronic trading; HP Claims Solution etc

...identify and explore other relevant HP capabilities to support ARS objectives such as: Applications Rationalisation; Portals

...support ARS goal of increasing use of offshoring in countries that had not previously adopted this (e.g. parts of EMEA) via MphasiS, an HP company

...achieve Strategic Partner status within ARS

Aon Benfield:

...complete Aon Benfield integration activities in the UK and deliver on our promises

...implement ECM where required by Aon Benfield

...drive breakthrough business changing solutions in areas such as: RI3K/electronic trading etc

...identify and explore other relevant HP capabilities to support Aon Benfield objectives such as: Portals

...achieve Strategic Partner status within Aon Benfield



Global Products

ASPIRATION: Pre-eminent Global Professional Services Firm focused on Risk and Human Capital Solutions Grow Shareholder Value			
STRATEGIC COMMITMENTS:	Deliver Distinctive Value To Our Clients	Attract and Retain Unmatched Talent	Deliver Operational Excellence
FINANCIAL METRICS: (and Q2'10 results)	Organic Rev. Growth Decline by 1%	Pre-Tax Margin Target: Brokerage 25% Target: Consulting 20% Actual: Brokerage 21% (up 2%) Actual: Consulting 14.8% (down 0.2%)	Earnings Per Share Increased 7% to \$0.81
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DELIVERED THROUGH Aon:HP FOCUS AREAS:	Technology Solutions and Services Data Centers/ Application Services End user Services Telecom and Network Services	GlobalCross Business Groups Global Products Group Corporate Systems IT Risk Management	Business Units Aon Risk Services Aon Benfield Aon Consulting/ Aon Hewitt

Global Products:

...complete delivery of ECM in the UK

...roll-out next stage ECM implementations i.e. Belgium, Germany, US Affinity, US ARS, Bermuda, Switzerland, APAC/Australia

...use ECM successes as the foundation for a broader strategic partnering relationship with the Global Products Group

...progress hosting for Xpress and the Aumine out of the UK

...explore other areas such as: AUMine global roll-out/integration, Xpress

...extend MphasiS, an HP company, delivery beyond ECM to other Global Product programmes

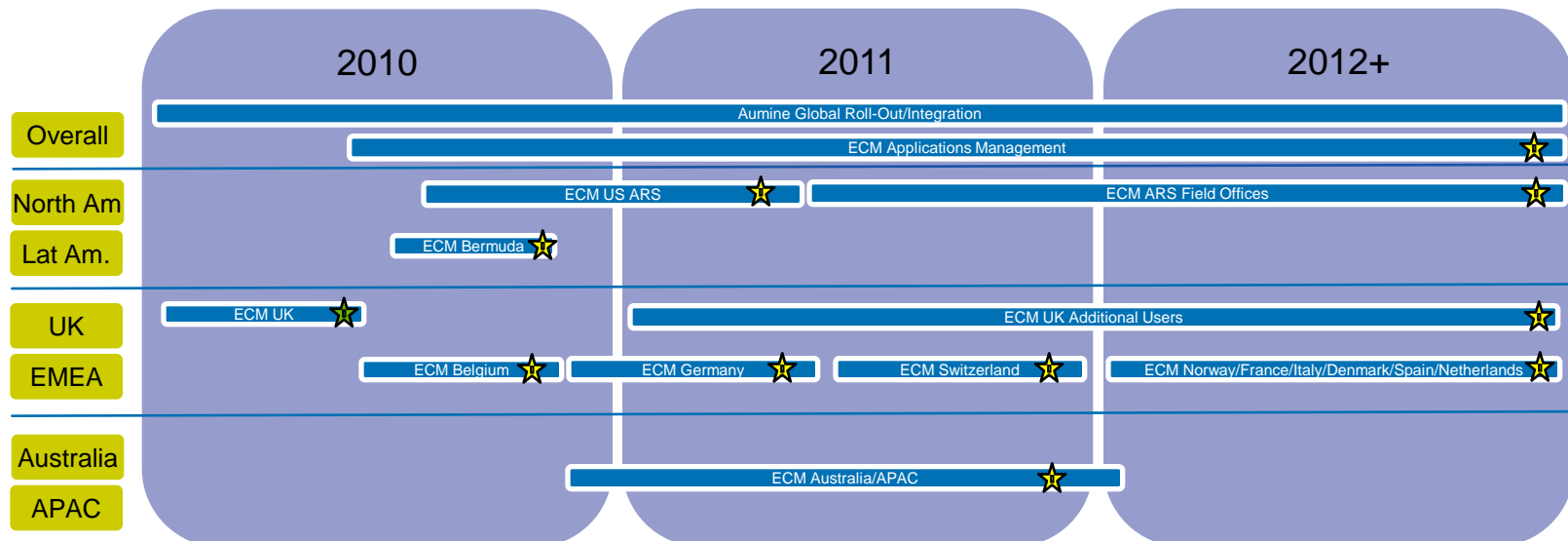
Relevant Aon KPIs or Operational Objectives?

....TBC

Current HP work at Aon:

- UK ECM implementation
- Belgium ECM implementation

STRATEGIC INITIATIVES:



HP Delivery



Under discussion with HP



Aon Risk Services

ASPIRATION: Pre-eminent Global Professional Services Firm focused on Risk and Human Capital Solutions
Grow Shareholder Value

STRATEGIC COMMITMENTS:	Deliver Distinctive Value To Our Clients	Attract and Retain Unmatched Talent	Deliver Operational Excellence
FINANCIAL METRICS: (and Q2'10 results)	Organic Rev. Growth Decline by 1%	Pre-Tax Margin Target: Brokerage 25% Target: Consulting 20% Actual: Brokerage 21% (up 2%) Actual: Consulting 14.8% (down 0.2%)	Earnings Per Share Increased 7% to \$0.81

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DELIVERED THROUGH Aon:HP FOCUS AREAS:	Technology, Solutions and Services Data Centers/ Application Services End user Computing Telecom and Network Services	Global/Cross Business Groups Corporate Systems IT Risk Management	Business Units Global Products Group Aon Benfield Aon Risk Services Aon Consulting/ Aon Hewitt	Underpinning Capabilities Hardware, Software and Sourcing Futures
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Aon Risk Services:

- ...implement ECM in US Affinity & ARS
- ...use ECM successes as the foundation for a broader strategic partnering relationship with ARS
- ...drive breakthrough business changing solutions in areas such as: Account Team Desktop; iPad for Field Representatives; RI3K/electronic trading etc
- ...identify and explore other relevant HP capabilities to support ARS objectives such as: Applications Rationalisation; Portals
- ...support ARS goal of increasing use of offshoring in countries that had not previously adopted this (e.g. parts of EMEA) via Mphasis, an HP company
- ...achieve Strategic Partner status within ARS

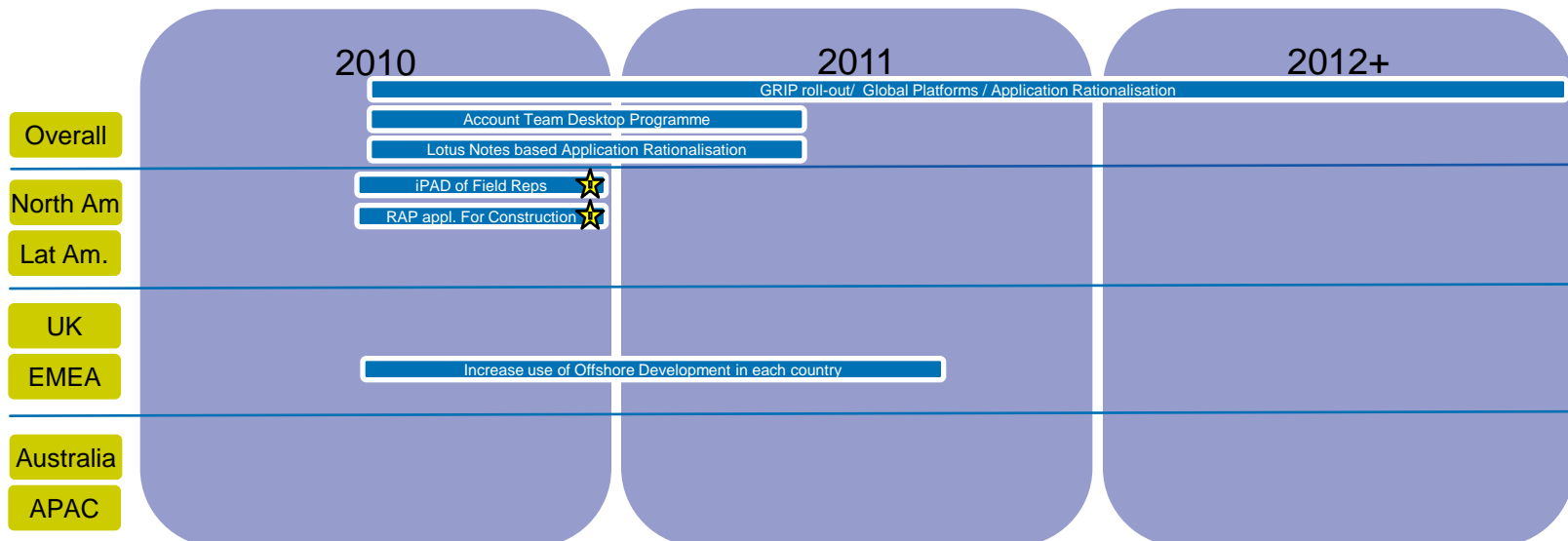
Relevant Aon KPIs or Operational Objectives?

....TBC

Current HP work at Aon:

- UK ECM implementation

STRATEGIC INITIATIVES:



Aon Benfield

ASPIRATION: Pre-eminent Global Professional Services Firm focused on Risk and Human Capital Solutions
Grow Shareholder Value

STRATEGIC COMMITMENTS:	Deliver Distinctive Value To Our Clients	Attract and Retain Unmatched Talent	Deliver Operational Excellence
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--	---	--	---	--

Aon Benfield:

...complete Aon Benfield integration activities in the UK and deliver on our promises

...implement ECM where required by Aon Benfield

...drive breakthrough business changing solutions in areas such as: RI3K/electronic trading; HP Claims Solution etc

...identify and explore other relevant HP capabilities to support Aon Benfield objectives such as: Portals

...achieve Strategic Partner status within Aon Benfield

Relevant Aon KPIs or Operational Objectives?

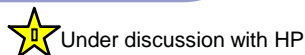
....TBC

Current HP work at Aon:

- Aon Benfield UK integration of infrastructure and support
- UK ECM implementation

STRATEGIC INITIATIVES:

	2010	2011	2012+
Overall			
North Am			
Lat Am.			
UK	Aon Benfield UK integration of infrastructure and support ★		
EMEA			
Australia			
APAC			



HP focus areas and 12 month goals for working with Aon: Business Units (2)

As at August 2010 – subject to periodic review and revision with Aon

Aon Consulting/Aon Hewitt:

...implement ECM where required by
Aon Consulting/Aon Hewitt

...for Aon Hewitt integration, engage
with the integration leadership pre-
completion to determine areas where
HP can help Aon further succeed

...work closely with Aon Hewitt to
further define and deliver the
integration strategy (and any wider
business/IT initiatives)

...achieve Strategic Partner status
within Aon Consulting/Aon Hewitt



Aon Consulting

ASPIRATION: Pre-eminent Global Professional Services Firm focused on Risk and Human Capital Solutions
Grow Shareholder Value

STRATEGIC COMMITMENTS:	Deliver Distinctive Value To Our Clients	Attract and Retain Unmatched Talent	Deliver Operational Excellence
FINANCIAL METRICS: (and Q2'10 results)	Organic Rev. Growth Decline by 1%	Pre-Tax Margin Target: Brokerage 25% Target: Consulting 20% Actual: Brokerage 21% (up 2%) Actual: Consulting 14.8% (down 0.2%)	Earnings Per Share Increased 7% to \$0.81
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Aon Consulting/Aon Hewitt:

...implement ECM where required by Aon Consulting/Aon Hewitt

...for Aon Hewitt integration, engage with the integration leadership pre-completion to determine areas where HP can help Aon further succeed

...work closely with Aon Hewitt to further define and deliver the integration strategy (and any wider business/IT initiatives)

...achieve Strategic Partner status within Aon Consulting/Aon Hewitt

Relevant Aon KPIs or Operational Objectives?

....TBC

Current HP work at Aon:

STRATEGIC INITIATIVES:

	2010	2011	2012+
Overall	Aon Consulting/Hewitt Associates Integration		
North Am			
Lat Am.			
UK			
EMEA			
Australia			
APAC			



HP focus areas and 12 month goals for working with Aon: Underpinning capabilities

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As at August 2010 – subject to periodic review and revision with Aon

Hardware, Software and Sourcing:

...implement a Global Purchase Agreement (HP hardware i.e. servers, storage, networking) as a basis for standardisation on HP product

...extend this arrangement and ensure full take-up across Aon of HP product set: Desktop; Print; Software

...share developments in the HP Desktop product set with Aon with a view to becoming the Global Preferred Desktop supplier

...implement a Capital Management and Release solution for IT assets

...take forward a joint go-to-market discussion with Aon based on HP's Claims Transformation solution

...

Hardware, Software and Sourcing:

...jointly test the business case for a Records Management Solution (UK/EMEA) and then implement as appropriate

...increase awareness of HP BPO capabilities as a basis for future opportunities

Futures:

...implement an ongoing programme to bring innovation and new ideas to Aon

...ensure that this programme is geared towards Aon strategic commitments, financial metrics and initiatives

...ensure that this programme revolves around the agreed Aon:HP focus areas (as set out in this planning document)



Futures (1)

Prioritisation criteria – how does each initiative impact the three key Aon metrics:
Organic revenue growth; pretax margin improvement; and earnings per share

Focus Area	Topics pending discussion	Topics raised, pending discussion	First discussion held	Under active exploration	In implementation	Not progressed
Data Centers/ Application Services	<ul style="list-style-type: none"> Virtualised Desktop Infrastructure (EMEA 2011, UK 2012) 	<ul style="list-style-type: none"> Cloud computing 		<ul style="list-style-type: none"> Service Management 		
End User Services		<ul style="list-style-type: none"> Implement an EUC Strategic Advisor role 				
Telecom and Network Services	<ul style="list-style-type: none"> HP Networking solutions (post 3Comm acquisition) 		<ul style="list-style-type: none"> Sustainability and Green IT 			
Futures (not specifically BU related)	<ul style="list-style-type: none"> Visit to HP Labs Excellence in Portals e.g. Aon.com/other Portals in the light of greater Aon brand exposure HP Software portfolio 					
HP Events	<ul style="list-style-type: none"> HP Financial Services Summit (Frankfurt) – Feb' 11 HP Innovation Summit (Frankfurt) - Sept '10 	<ul style="list-style-type: none"> HP IT Forum (Berlin) – Oct' 10 			<ul style="list-style-type: none"> HP Innovation event (London) 	

Futures (2)

Prioritisation criteria – how does each initiative impact the three key Aon metrics:
Organic revenue growth; pretax margin improvement; and earnings per share

Focus Area	Topics pending discussion	Topics raised, pending discussion	First discussion held	Under active exploration	In implementation	Not progressed
Hardware, Software and Sourcing		<ul style="list-style-type: none"> • Capital Management and Release solution 				
IT Risk Management	<ul style="list-style-type: none"> • Share HP IT Risk Management and Security portfolio 					
Aon Risk Services	<ul style="list-style-type: none"> • Claims Document Transformation solution 	<ul style="list-style-type: none"> • Excellence in Portals e.g. Aon.com/other Portals in the light of greater Aon brand exposure 				
Aon Benfield						
Global Products Group						
Aon Consulting	<ul style="list-style-type: none"> • HP integration experience 					
Corporate Systems	<ul style="list-style-type: none"> • SAP upgrade 					



Teaming across the focus areas

	Data Centers/ App. Serv.	End user Services	Telecom and Network	Global Products	Corporate Systems	IT Risk Mgt	Aon Risk Services	Aon Benfield	Aon Consulting	Hardware, Software and Sourcing	Futures
Leader -ship	GREG BESIO, ADAM STANLEY, ANDY ELTON (Aon:HP RELATIONSHIP LEAD) SEAN WELLS (GLOBAL ACC EXEC – OVERALL RESPONSIBILITY); TOM REBECCA (US); IAN OLDFIELD (UK); STEVEN TONG (APAC); JOHN MCMULLEN (HP EXEC SPONSOR)										
Global	ANDY ELTON	CRAIG LENZ	MIKE TINDELL	ANN WEAVER	DOUG GILMAN PAUL DOUGLAS	(GARY WARZALA)	JOHN ELLIOTT JIM PITONYAK (Affinity)	STEVE BETTS		LEWIS LOVE (JAMES EDWARDS)	
UK	Andy Elton <i>Ian Oldfield</i>	<i>Andy Elton</i> <i>Ian Oldfield</i>	<i>Rob Dekkers</i> <i>Ian Oldfield</i>	Stuart Williams Greg Jaeger (ECM) Andre Montenegro John Desbrough Ian Oldfield	<i>Ian Oldfield</i>	Richard Astill <i>Ian Oldfield</i>	Brent Kruger <i>Ian Oldfield</i> <i>Kamini Bhawnani</i>	John Tudor <i>Ian Oldfield</i> <i>Kamini Bhawnani</i>	Gordon Kinghorn <i>Ian Oldfield</i> <i>Kamini Bhawnani</i>	Alastair McNeil <i>Ian Oldfield</i> <i>Tony Bennett</i>	<i>Ian Oldfield</i>
EMEA	Peter de Bruin Johannes ter Beek <i>Ian Oldfield</i> <i>Sean Wells</i>	Peter de Bruin Johannes ter Beek <i>Ilker Oezayavuz (Germany)</i>	Rob Dekkers <i>Ian Oldfield</i> <i>Sean Wells</i>	Stuart Williams John Desbrough Ian Oldfield	<i>Sean Wells</i>	Richard Astill <i>Sean Wells</i>	Brent Kruger <i>Sean Wells</i> <i>Kamini Bhawnani</i>	John Tudor <i>Sean Wells</i>	Gordon Kinghorn <i>Sean Wells</i> <i>Ian Oldfield</i> <i>Kamini Bhawnani</i>	Alastair McNeil	<i>Sean Wells</i>
North Am.	Valerie Butler-Newbern <i>Tom Rebecca</i> <i>Kipp Hendricks</i> <i>Brian Mitchell</i> <i>Jack Walsh</i>	Craig Lenz <i>Ellen Gilleran</i>	Mike Tindell <i>Tom Rebecca</i>	Stuart Williams Rich Thill (ECM) John Desbrough Larry Hanover Tom Rebecca	Doug Gilman Paul Douglas <i>Jack Walsh</i> <i>Tom Rebecca</i> <i>Jackie Mesec</i>	<i>Tom Rebecca</i>	Tom St Pierre Nelson Imana Mario Rodriguez <i>Larry Hanover</i> <i>Tom Rebecca</i>	<i>Larry Hanover</i> <i>Tom Rebecca</i>	<i>Larry Hanover</i> <i>Tom Rebecca</i>	(James Edwards) <i>Tom Rebecca</i> <i>Kipp Hendricks</i> <i>Brian Mitchell</i> <i>Mike Cummins</i>	<i>Tom Rebecca</i>
Latin Am.	Pablo D'Jallad <i>Sean Wells</i>	Pablo D'Jallad <i>Sean Wells</i>	Pablo D'Jallad <i>Sean Wells</i>	Stuart Williams <i>Sean Wells</i>	<i>Sean Wells</i>	<i>Sean Wells</i>	<i>Sean Wells</i>	<i>Sean Wells</i>	<i>Sean Wells</i>	<i>Sean Wells</i>	<i>Sean Wells</i>
Aus.	Andrew Hottes Ben Commins Glenn Roeder <i>Steven Tong</i> <i>Mark Jarvis</i>	Andrew Hottes Ben Commins Glenn Roeder <i>Steven Tong</i> <i>Mark Jarvis</i>	Andrew Hottes Ben Commins Glenn Roeder <i>Nada Vucina</i> <i>Steven Tong</i>	Stuart Williams Peter Broid (ECM) John Desbrough	<i>Steven Tong</i>	<i>Steven Tong</i>	Ross Exton Mark Smith Peter Broid <i>Mark Jarvis</i> <i>Steven Tong</i>	Ross Exton Mark Smith Peter Broid <i>Mark Jarvis</i> <i>Steven Tong</i>	Ross Exton Mark Smith Peter Broid <i>Mark Jarvis</i> <i>Steven Tong</i>	Ben Commins Glenn Roeder <i>Steven Tong</i>	<i>Steven Tong</i>
APAC	Andrew Hottes Ben Commins Glenn Roeder <i>Steven Tong</i> <i>Mark Jarvis</i>	Andrew Hottes Ben Commins Glenn Roeder <i>Steven Tong</i> <i>Mark Jarvis</i>	Andrew Hottes Ben Commins Glenn Roeder <i>Nada Vucina</i> <i>Steven Tong</i>	Stuart Williams Peter Broid (ECM) John Desbrough	<i>Steven Tong</i>	<i>Steven Tong</i>	Ross Exton Mark Smith Peter Broid <i>Mark Jarvis</i> <i>Steven Tong</i>	Ross Exton Mark Smith Peter Broid <i>Mark Jarvis</i> <i>Steven Tong</i>	Ross Exton Mark Smith Peter Broid <i>Mark Jarvis</i> <i>Steven Tong</i>	Ben Commins Glenn Roeder <i>Steven Tong</i>	<i>Steven Tong</i>



Bi-directional business

As at August 2010 – first view provided by HP. To be further shaped by Aon

Bi-directional business:

...Aon to deliver on its promises in relation to the Directors and Officers insurance

...follow-through on introductions into HP EMEA in respect of Aon Employee Benefits Broking

...further understand the bi-directional position following the Hewitt Associates acquisition and develop a way forward accordingly

...establish a discount scheme for Aon employee purchases of HP products





Delivering the outcomes that matter
most...
YOURS



Email: sean.wells@hp.com; tom.rebecca@hp.com; ian.oldfield@hp.com

EXHIBIT S



Insert Document Name

Subtitle/Descriptor

2nd Heading

Insert Document Name

CHANGE HISTORY

The following Change History log contains a record of changes made to this document:

Published / Revised	Version #	Author (optional)	Section / Nature of Change

Include links to peer review record(s):

Peer Review Link	Comments

Insert Document Name

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Insert Document Name

1 INTRODUCTION (HEADING H1)

(Body Text Style)

1.1 CONTACTS (SUBHEAD H2)

Role	Name	Email	Phone

1.2 RELATED DOCUMENTATION (SUBHEAD H2)

Document	Location	Status	Version

1.3 TERMINOLOGY AND ACRONYMS (SUBHEAD H2)

This table defines the client-specific terminology and acronyms used in this document

Term	Definition

1.4 BUSINESS INTEGRATION ENTRY POINT LINK (SUBHEAD H2)

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2 EXECUTIVE SUMMARY

2.1 OVERVIEW

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2.1.1 Requirements Summary (Heading H3)

(Body Text Style)

- (Bullet Style)
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2.1.2 Solution/Project Specific Assumptions

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2.1.3 General Assumptions

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2.2 CONSTRAINTS AND RISKS

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- Sismodipit ad et lum zzriure ea augue faccum odorore molortis noster odo delit wis am velit iliquat incident at, quisit nullaorem Airgas maintains the IP space for the client networks and devices. What we call “PROD”

2.3 DESIGN DEVIATIONS

None

2.4 SUPPORT

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3 PROPOSED SOLUTION SUMMARY

3.1 CURRENT STATE

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3.2 PROPOSED STATE

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3.2.1 Physical Location

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3.2.2 Component/Server Information

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TableText	TableText	TableText	TableText	TableText	TableText
TableText	TableText	TableText	TableText	TableText	TableText

3.3 NETWORKING SUMMARY

3.3.1 Networking Requirements

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3.3.2 Cabling Diagrams

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4 DATA CENTER/BUSINESS INTEGRATION SUMMARY

4.1 BUSINESS INTEGRATION QUESTIONNAIRE

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4.1.1 General

4.1.2 Backup/Restore

4.1.3 Operations

4.1.4 Disaster Recovery

4.1.5 DataBase

4.1.6 Security Administration

4.1.7 Client Services

4.1.8 Service Management

4.1.9 Maintenance

4.1.10 Application

4.1.11 VMWARE

Insert Document Name

5 APPENDIX

EXHIBIT T



HP-Aviva Transition Video

Super: Clive Freeman (*Account Executive, Hewlett-Packard Company*)

Clive Freeman: Aviva is the fifth largest insurance company in the world; Norwich Union is one of the big employees in this area that was one of the two companies that came together in 2000 to form Aviva. Aviva have been looking at ways in which they could save money in the IT organization and they also needed to improve their flexibility; how they could bring IT to deliver value for their businesses.

Super: James Park (*Mainframe Systems Manager, Transitioned to Hewlett - Packard Company*)

James Park: When they announced to us about going to outsource, it's always a shock to hear something on that but it wasn't. It didn't come as a big surprise. We knew just before Christmas that the company bidding for the outsource contract had gone now to two preferred suppliers.

Super: Phil Secker (*Security Manager, Transitioned to Hewlett -Packard Company*)

Phil Secker: When Aviva got down to the last two vendors which was IBM and HP and there were bets going on about which one we would favor.

James Park: Can I be as candid as possible? Initially, we were really a little bit disappointed. We knew who IBM were, We didn't know HP's background or history.

Super: Cynthia Pye (*HR Consultant, Hewlett-Packard Company*)

Cynthia Pye: Transitioning employees is something that HP does on a regular basis and we do it very well. It's something that we have a structured process behind. So, we had about five months or so to go through the employee engagement process, introduce them to HP, help them understand what changes would be to their benefit and what working for HP would actually look like.

Super: Sally Dugdale (*Service Security Consultant, Transitioned to Hewlett - Packard Company*)

Sally Dugdale: I started to work for Aviva in the 1st of September 1974, so I've been working continuously since, well for the last 35½ years. I was really uneasy to start with and I felt I was being moved out of the company against my wishes.

Cynthia Pye: That's why our processes are so structured and we follow the change management process so that we can get people through that emotional curve and make it successful.

James Park: There was a lot of apprehension about who we are going to see, who these new people are going to come in and talk to us?

Phil Secker: There was murmuring of discontent shall we say and you know especially it's driven by fear of the unknown.

Clive Freeman: We got them all together in a big town hall meeting to kick the process off. So we put an awful lot of work into the process of change really to make them feel comfortable not just with HP as a company but within new ways of working that we are going to have to adopt.

Cynthia Pye: So we did road shows on several occasions with several different topics to make sure that the consistency of message was getting out.

Phil Secker: People from other accounts who have transitioned, came in and talked about their experiences, people with similar backgrounds to me so that really helped me think you know, I can learn from that.

Cynthia Pye: One of the tools that we used is a microsite that the employees can go to as a resource.

Cynthia Pye: The transition team did come in and met one-on-one with every one of the transitioning staff, so all-325 people had time directly to review the contracts of employment to understand and ask any personal questions.

Sally Dugdale: From my point of view, everything that I asked was answered to my satisfaction.

Phil Secker: You know, we started to sort of feel part of the team almost.

Sally Dugdale: I sat down, talked to my husband, talked to my children and maybe moving to HP would be better for me. Came in to work, had a chat with my manager, said this is the way you know I feel that I'm definitely going to go with HP.

Clive Freeman: We have 325 offers made and 325 letters signed so everybody who was offered came across.

Phil Secker: On a day-to-day basis our world hasn't changed, we work in the same office, however, you know, we are now part of this big new enterprise.

James Park: The possible career choices you can actually make is tremendous, which is something we didn't have in Aviva and that is something I really look forward to.

Clive Freeman: We have met the savings target that they wanted for the first six months of service and we've met the service quality objectives and we delivered the results back that the client wanted.

Sally Dugdale: I feel excited that I could work not only for the Aviva account I could work on a number of other accounts.

Phil Secker: You know we've been able to through the medium of IT to buy into this whole new dimension, the whole new world of opportunities, people, questions, answers you know the whole thing has been cracking.

HP Logo

EXHIBIT U

CTO Office Future State

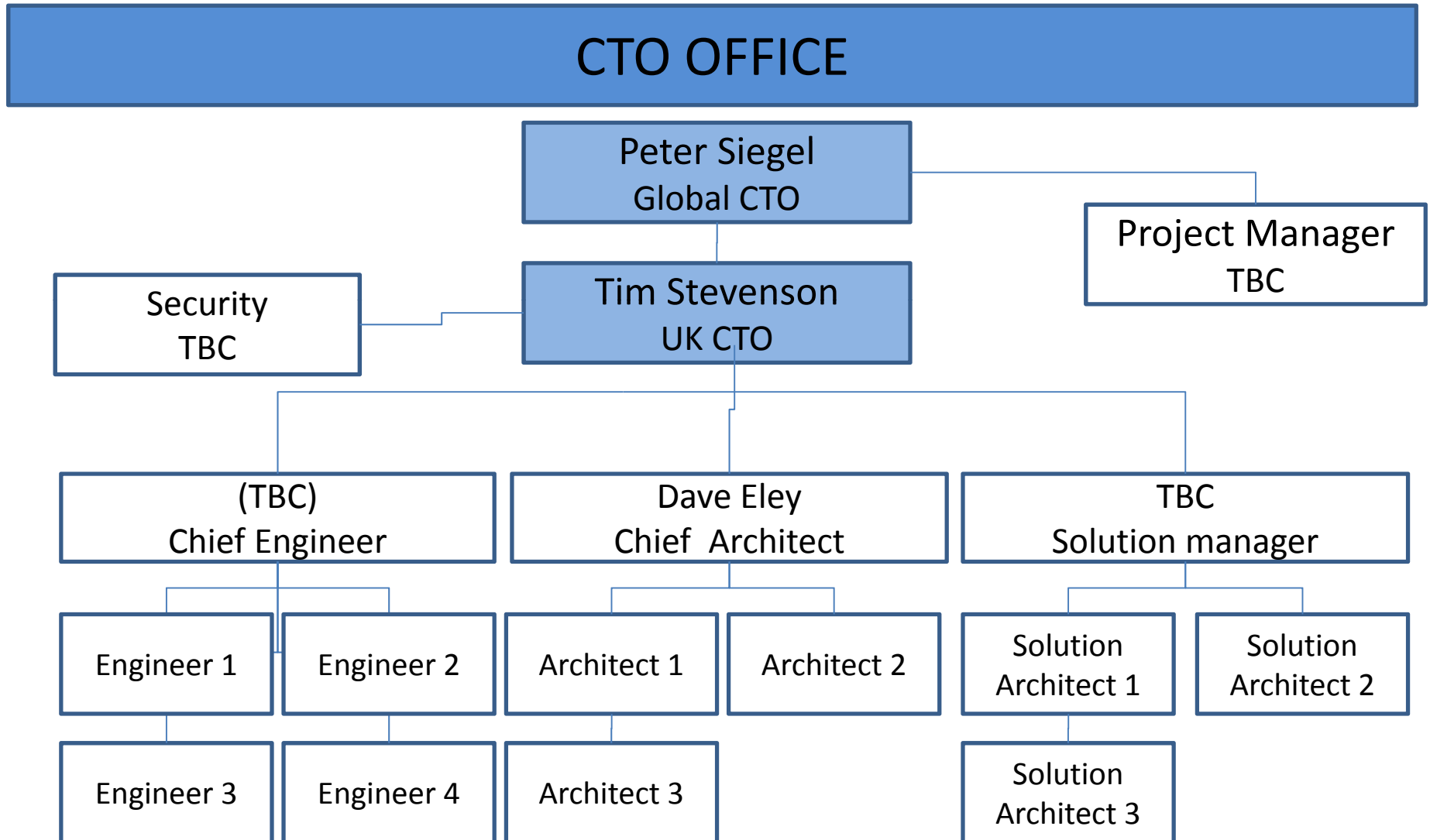


EXHIBIT V

Edwin Cummings CV

Name

Ed Cummings

Address
Transport

4 St Georges rd, Sandwich.Kent.CT13 9JR
Full UK Driving License

Phone +44 7774 125115

Email ed.cummings@hp.com

EDUCATION QUALIFICATIONS

Management Certificate in IT Service Management (ITIL)	2003 (Foundation in 2000)
Open University degree in management studies parts 1 to 3	1997
7 x O levels Haddon Dean Public school and Sandwich tech	1978
City and Guilds London institute Parts 1 to 3 Electronic servicing	1984 & 2009
Management apprenticeship	1985

Key Skills

- Man management – team and staff development & motivation
- Strong Financial appreciation
- Long and varied operational management history
- Customer focussed
- Excellent communicator to both staff, customers & board level
- Can work with minimum supervision

Major Achievements

- 2000-2009- Each year achieved company targets/quota's
- 2000 Synstar Pinnacle award for business development
- 2002 Synstar top achiever award
- 2006 HP Global notification of success
- 2008 HP TSG Top achiever award- as follows

2008 Past extract from an HP award-

“This award is in recognition of the four key objectives used for the selection of a successful candidate:

- Excellence in customer experience
- Business Growth and Project Success
- Contributing to process and cost improvements to increase our competitiveness.
- Cross Business collaboration and teamwork

Ed achieved 35% growth in account portfolio (Pfizers and Reuters); FY07 v FY06, has received excellent customer satisfaction/feedback, outstanding 360 degree feedback from other account team members and his positive cross business unit approach.”

CAREER HISTORY

Dates **2008 to Present**
Company **HP**

Position EMEA Client Director

With my knowledge of Pfizers requirements, I joined the HP Global bid team to compete for the Pfizer Global outsource, HP later won the \$1BN outsource business and assigned me to work permanently on the start up project and in steady state.

The outsource consists of Application hosting, all network management, Site services and Off shore service centre coupled with local HP maintenance and Business continuity contracts, my specific role was as EMEA Client Director with the direct relationship with the Pfizer EMEA CIO.

The Client director role was responsible for all communications with CXO level Pfizer directors, customer service, new business, renewals of local HP contracts, projects, invoices management and EMEA level account finances.

Some other major achievements from late 2008 to 2010 under my leadership

- Renewal of the UK outsource contract with Pfizer before the global contract.
- Bid and won for HP to project manage and provide resources to start a new Pfizer Datacente, which went live and on budget on time.
- Renewed many local HP service contracts.
- Major expansion of Russia, Turkey and CauCar regions started in January 2010.
- Achieved all personnel and regional targets.

Dates **2003 to 2007**
Company **HP**

Position UK Client Manager and EMEA client manager

At the start of this period I was given a set of large accounts to manage with responsibilities for overall operations, customer satisfaction and financial goals and new growth targets [excluded product sales]

British Airways
 Nat West Bank
 Mizuho Bank [UK]
 Shell [UK]

British Telecom
 Amex Credit card
 ROYAL NAVY
 UK Met office

Sussex Police Force
 Woolwich & Barclays Bank
 Air France
 BP [London & Slough]

After a period of time these accounts grew to a point that I was focussed on the highest growth opportunity accounts which was Pfizer [Pharma] and Reuters [Banking]

Both large corporate clients had particular challenges including a competitive global services contract renewal in 2007 for Reuters and an outsourcing [RFP] bid at Pfizer while keeping operational and customer quality standards momentum and over achieving HP financial goals.

Dates 1995- 2003
Company Synstar [now HP CDS]

Position Southern Division operations Manager

At this time Synstar was the UK' fastest growing and most innovative companies in the market.

I was Responsible for a large client base in the South of England [and for 18 months Southern Ireland], revenue and costs, with a staff of around 100 and 60 major clients [British Airways, BT, Woolwich Building Society, Sussex & Kent police, Westland sect]This division gained growth of around 50% and started new product lines including EMC, STK and Netapps maintenance lines with Outsourcing contracts included.

Dates 1985- 1995
Company SMS, Granada then CFM which became Synstar

Position Computer field engineer to EMEA IBM support engineer

Supporting front line engineers on IBM mid range devices and Data products printers in EMEA, main client included Eurotunnel in France and UK.

Dates 1978- 1985
Company Rediffusion

Position Sales and Sales supervisor

Passed the Rediffusion Management apprenticeship then assigned to sales and then customer support manager.

HOBBIES & INTERESTS

Pilot trained in the RAF [Reserve Forces] with a full Private Pilots licence and over 3,500 flights logged; now flying civilian Powered light aircraft [ex RAF and Russian Air Force aerobatic aircraft] and gliders.

Married with two children.

EXHIBIT W



Aviva Technical Community

Agenda

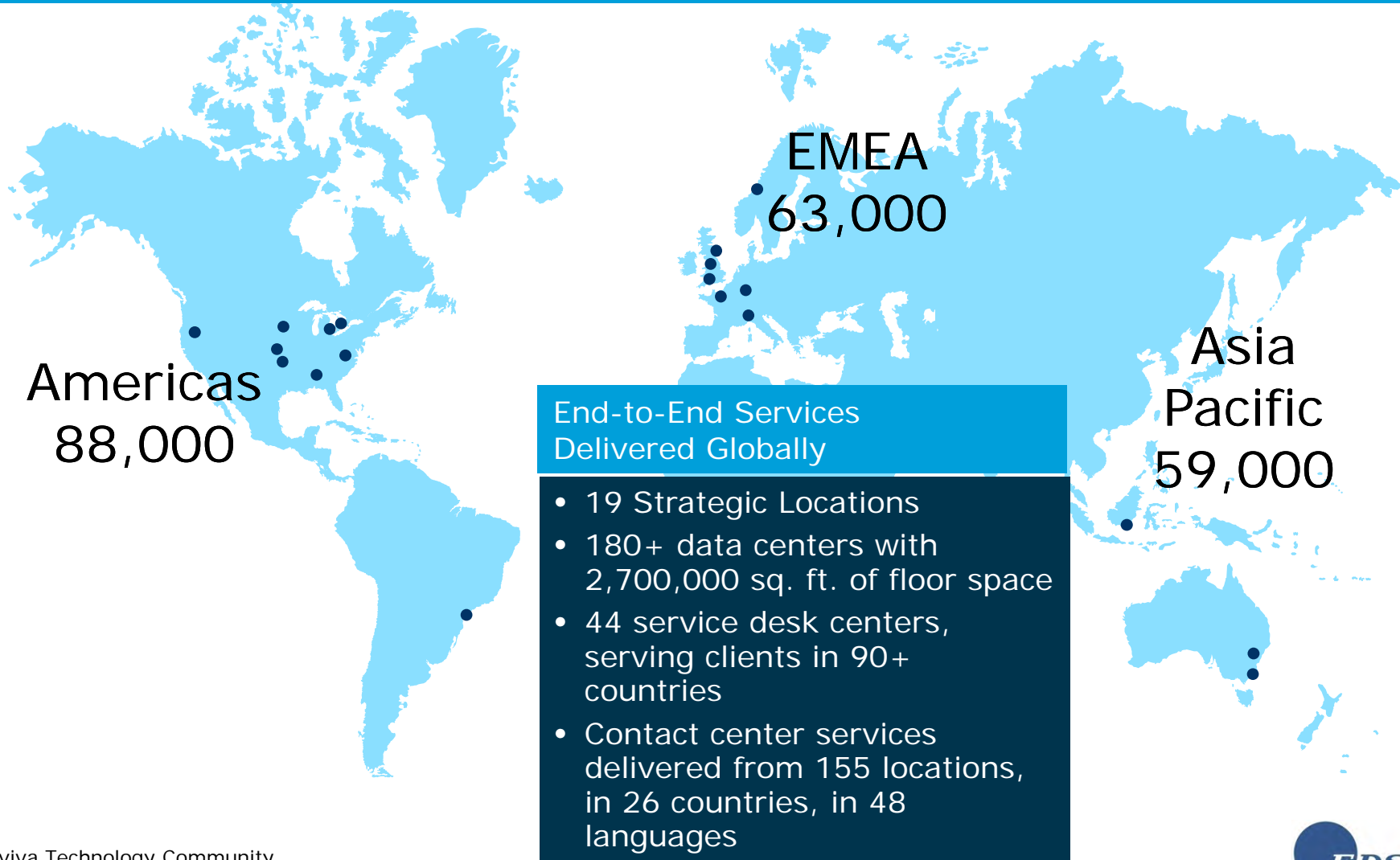
- Introductions
- Welcome to EDS, an HP Company
- An Account Perspective
- The Technical Community
- Break out sessions
- Q&A
- Next Steps

Welcome to EDS, an HP Company

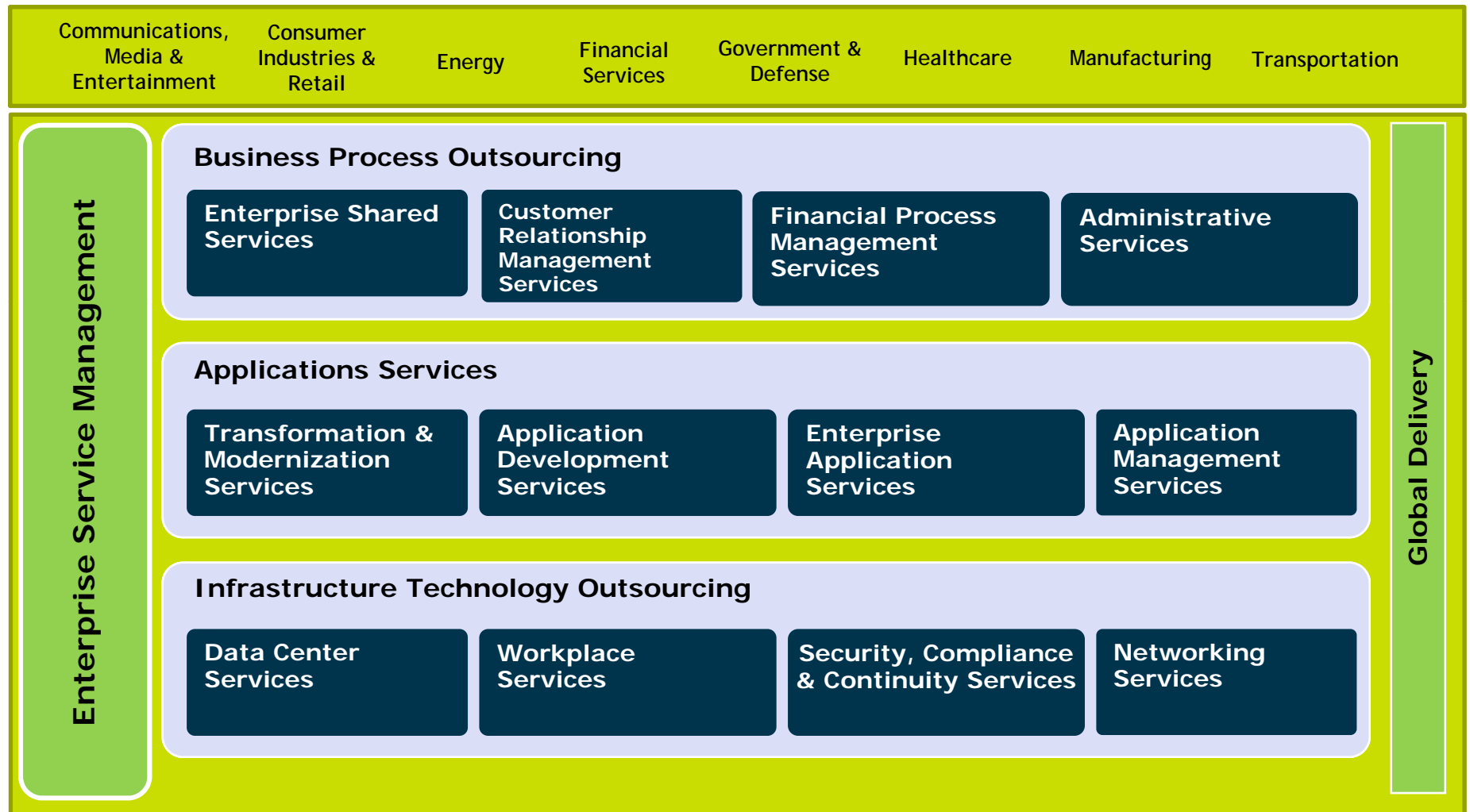


Global strength and perspective

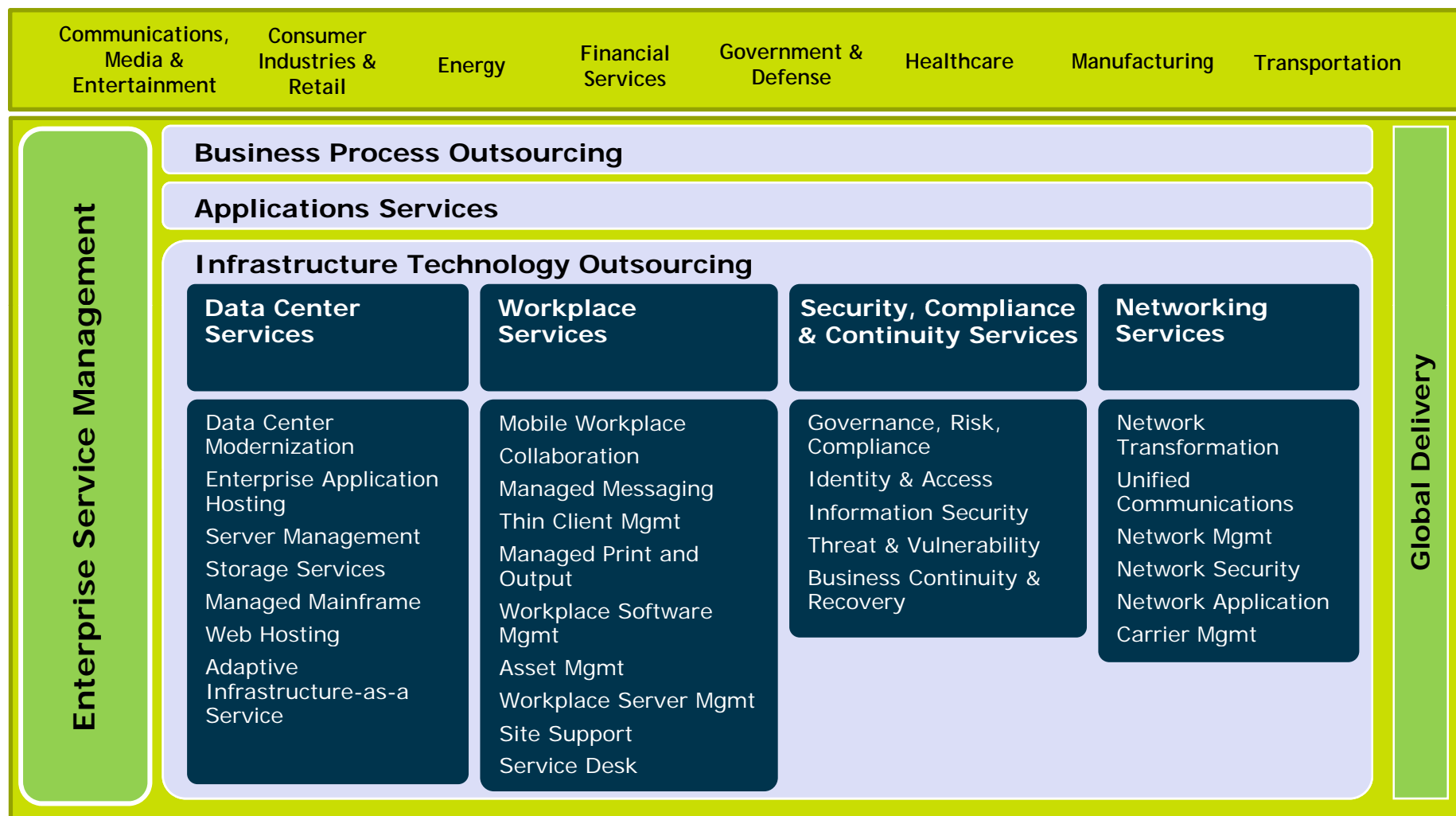
HP-EDS Global Services Work Force: 210,000 Employees, 80 Countries



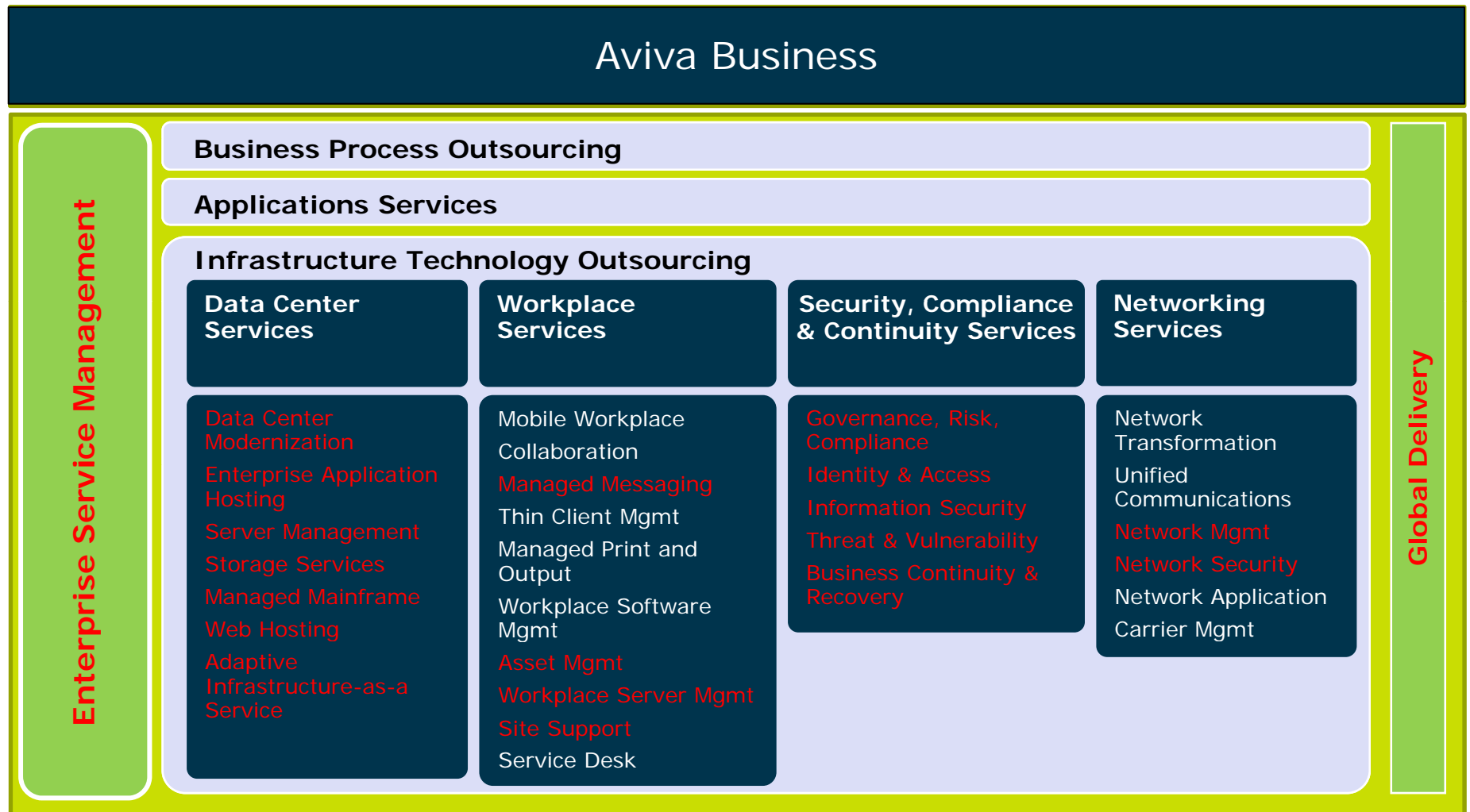
EDS, an HP Company



Focus on ITO



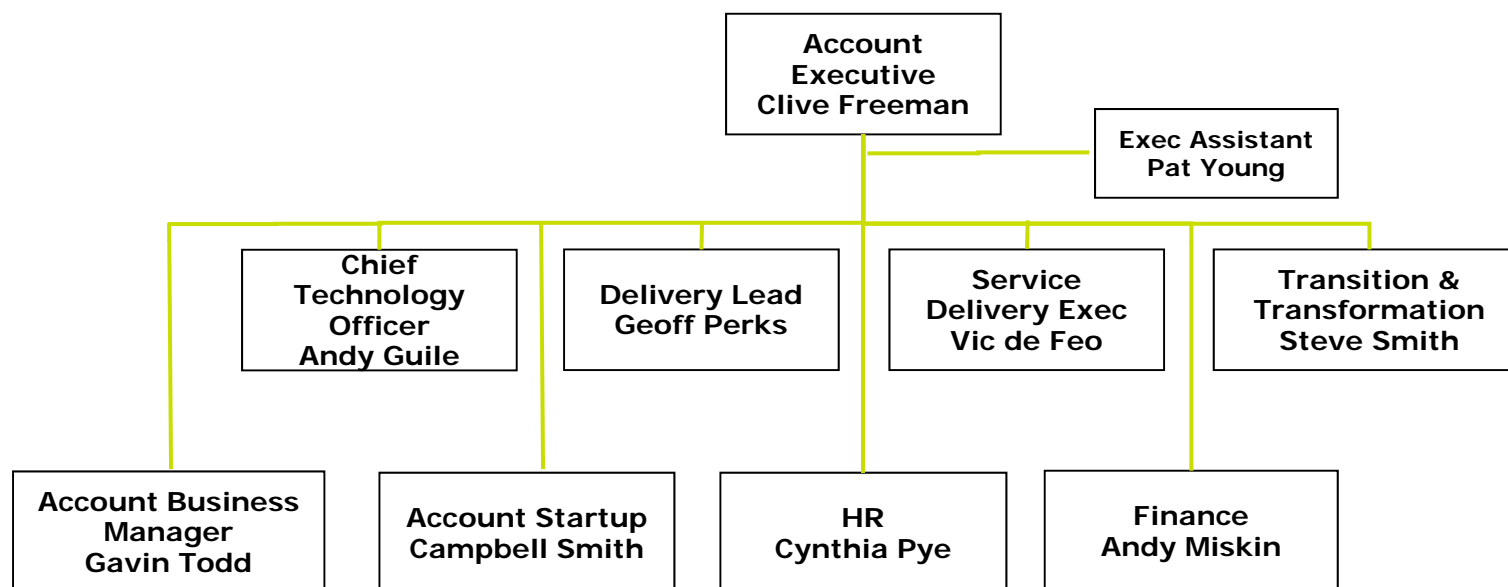
Focus on AVIVA



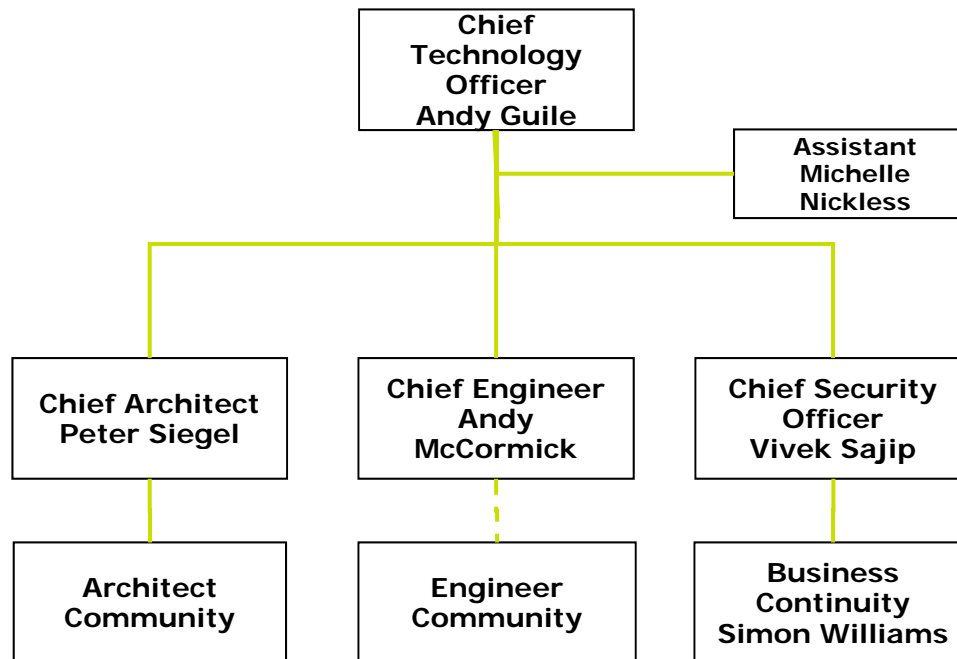
Agenda

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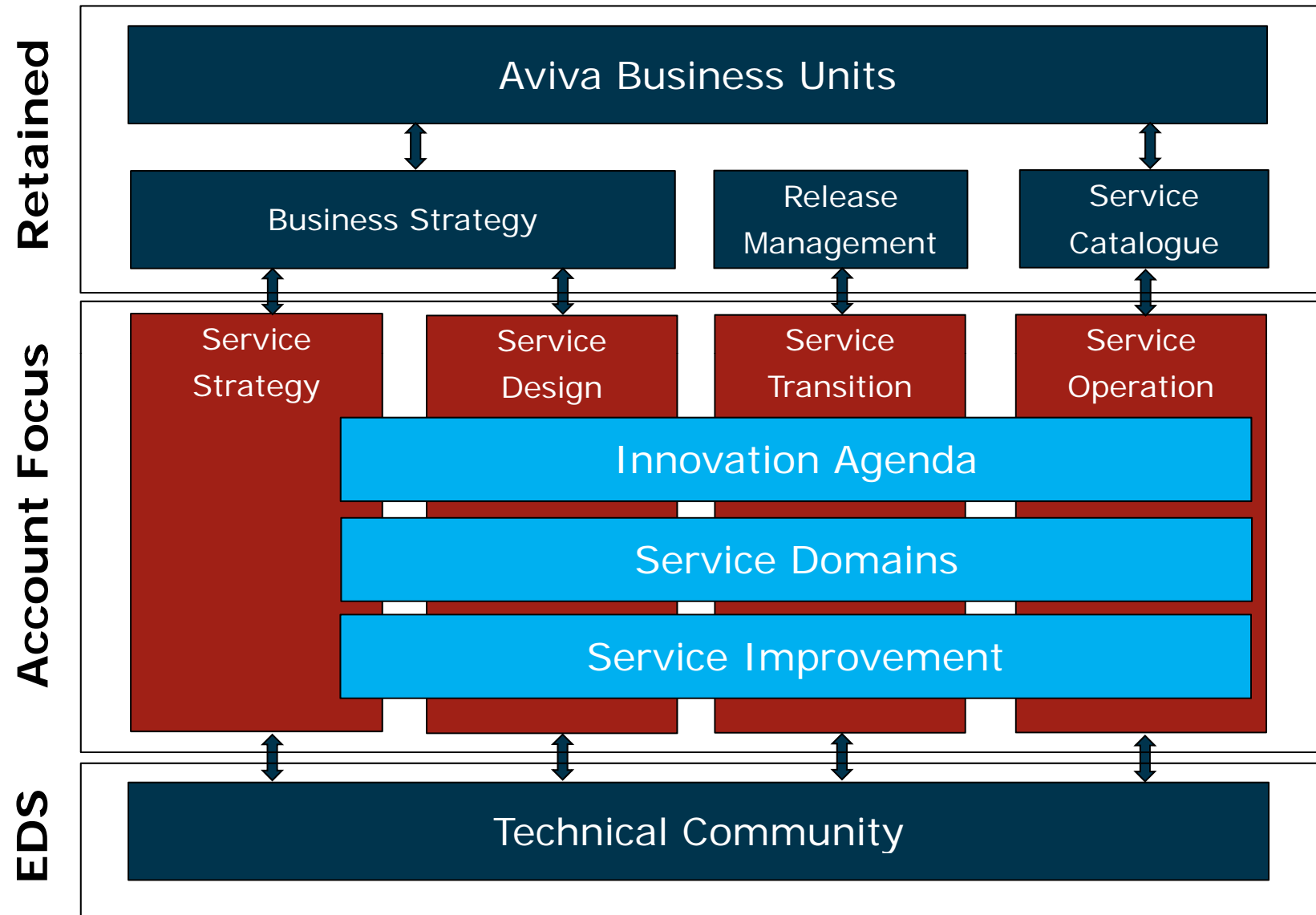
Aviva Account



Aviva Account Technology Office

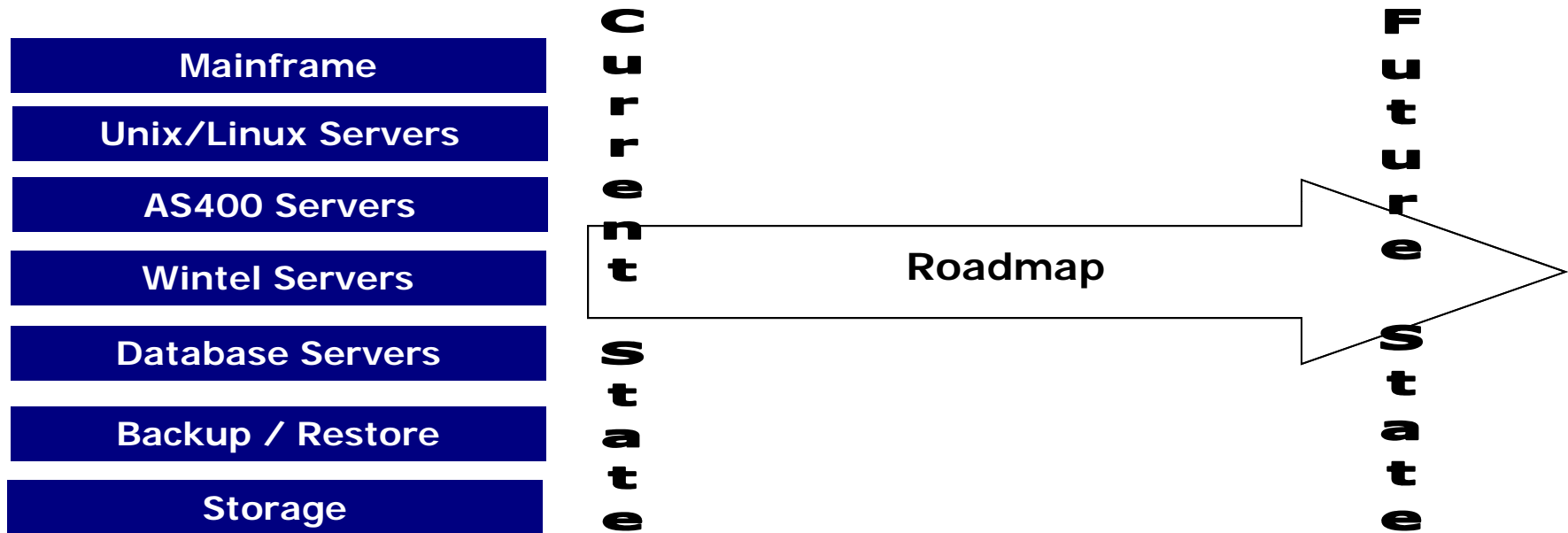


Account Operation Model – **SAMPLE ONLY**

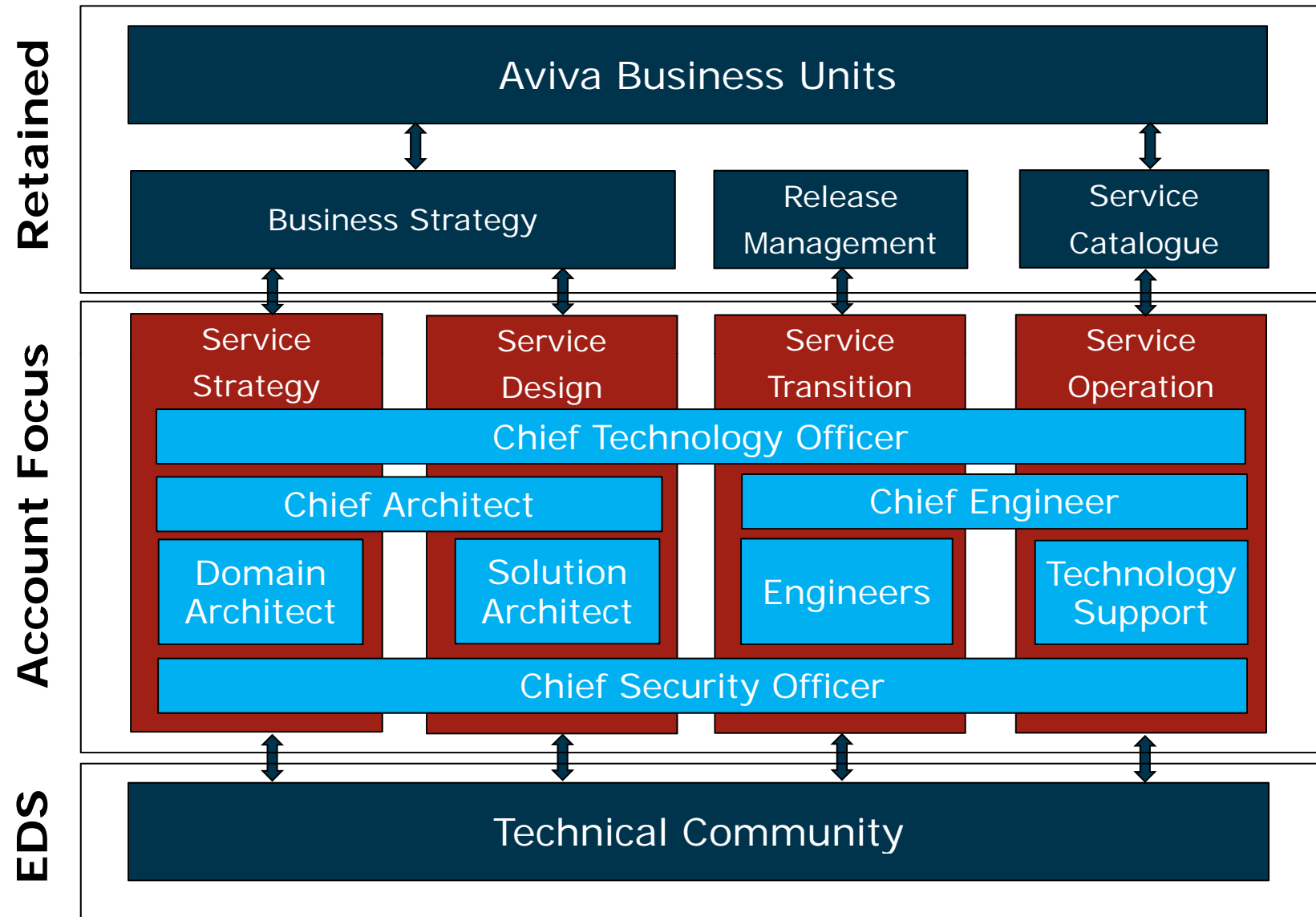


Service Catalogue Perspective

Example



Technology Office Perspective



Agenda

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How it Fits together



Community Guidelines

Architecture: In general, if the request is expressed in business terms and does not have a known solution that maps to the requirement, then Architect Solution is used to specify a top-level design for a given solution.

Engineering: In general, if functionality needs to be defined, designed, built, tested and deployed in a way that is not yet well understood or documented, then Engineer Solution is used.

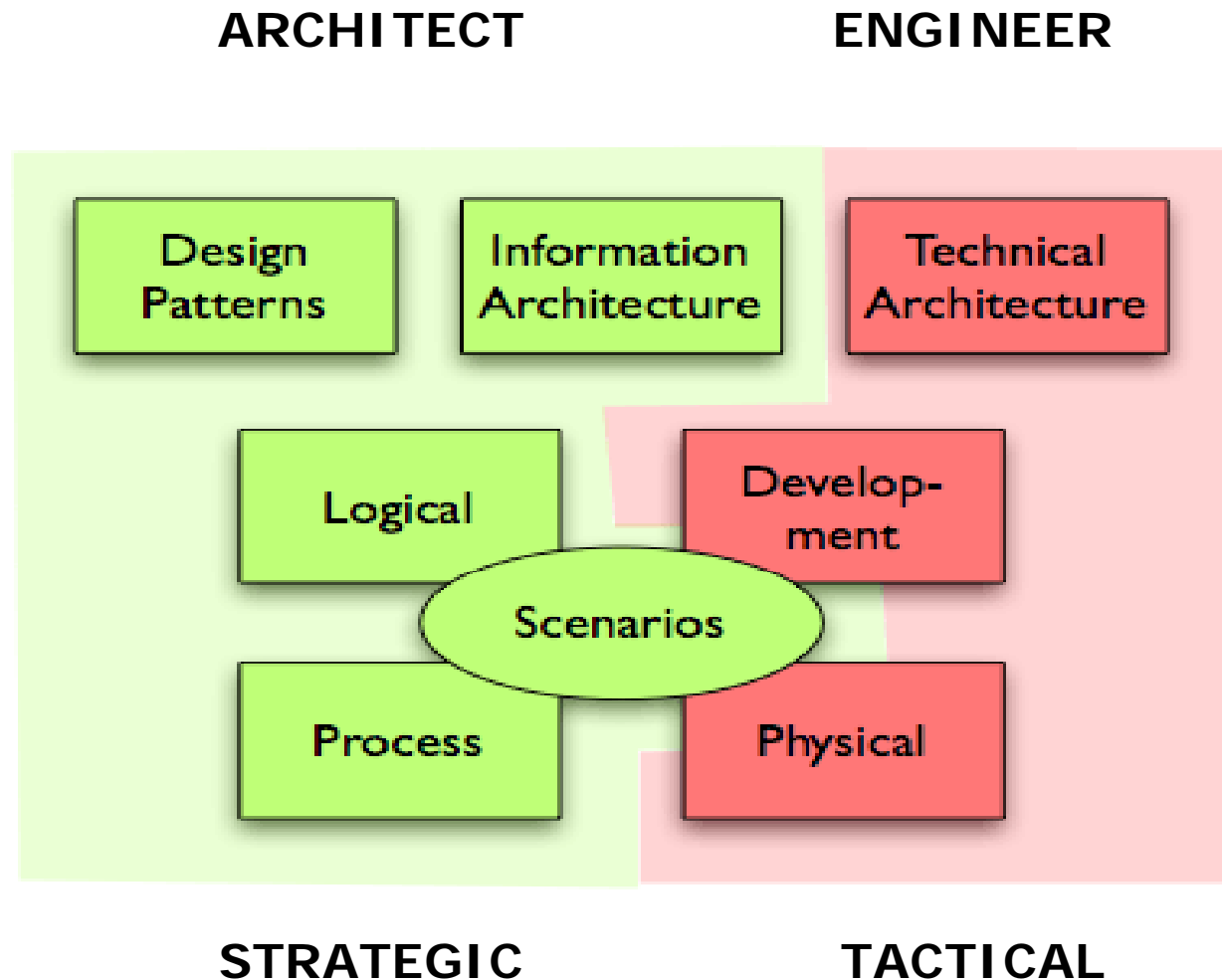
Technology Support: In general, if the request is well defined, well understood, has been done before and materials exist to implement or support the solution, then Technology Support is used.

Chief Architect
Peter Siegel

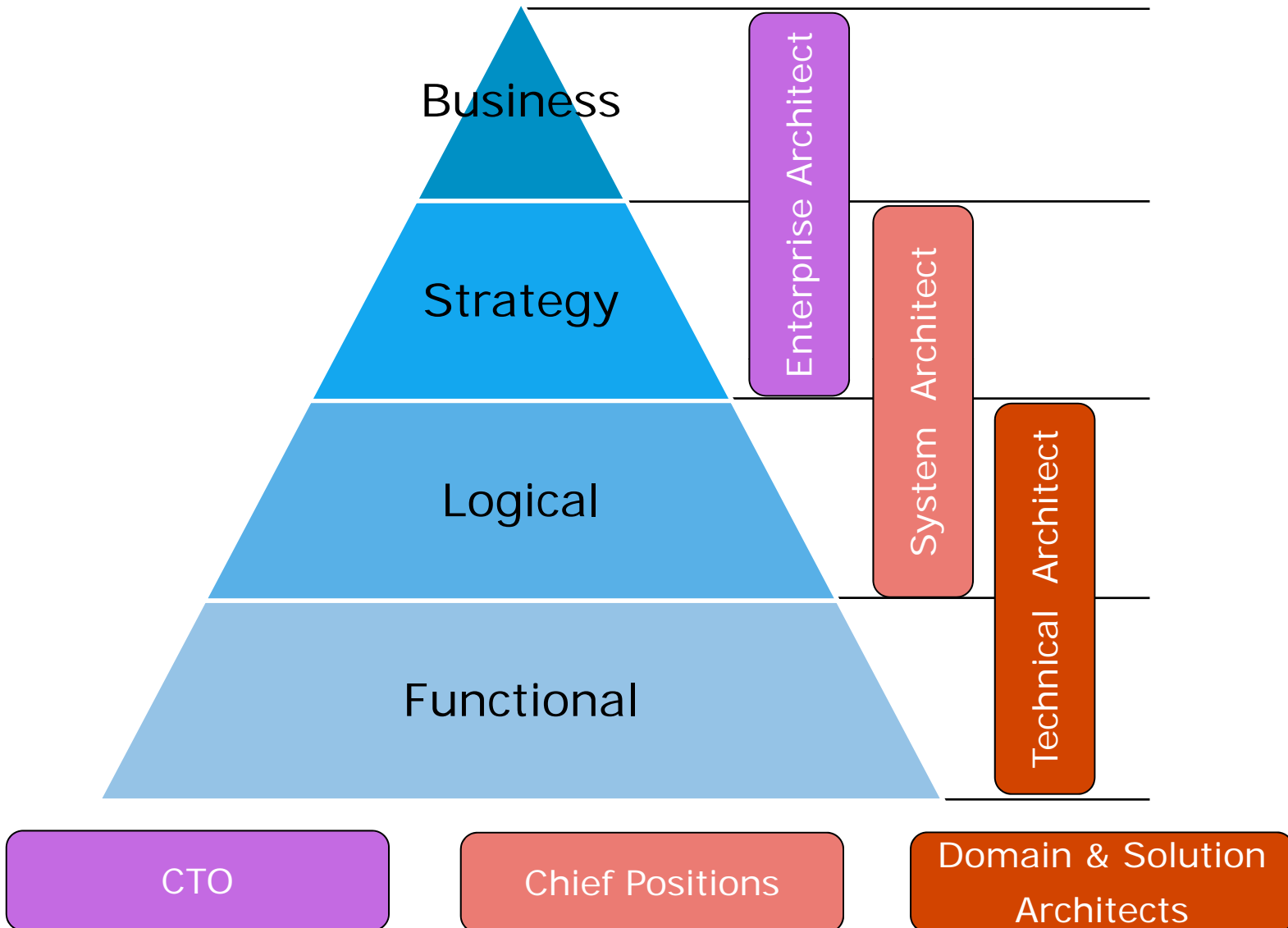
Architecture

- Architecture affects both the business and technical aspects of an organization
 - Business aspects of architecture include
 - Business Strategy, Enterprise Business Architecture (Organisation, Functional, Process, Locations etc.)
 - Technical Aspects
 - Enterprise IS (Information/Data + Apps) and Enterprise IT for Infrastructure
 - Cross Organisational Aspect
 - Enterprise Governance/Management Framework, Portfolio Management and Security
 - Architecture is about viewing local solutions in the wider context to provide:
 - Consistency
 - Simplicity
 - Cost-effectiveness
 - Adaptability
- “Enterprise architecture is about building for success. To do it right, you need to know how to:**
- **align your architecture with your business goals**
 - **create order from chaos**
 - **manage critical success factors “**

What is the Difference between an Architect and an Engineer?



The Architect Family



Chief Engineer
Andrew McCormick

Integration Engineering

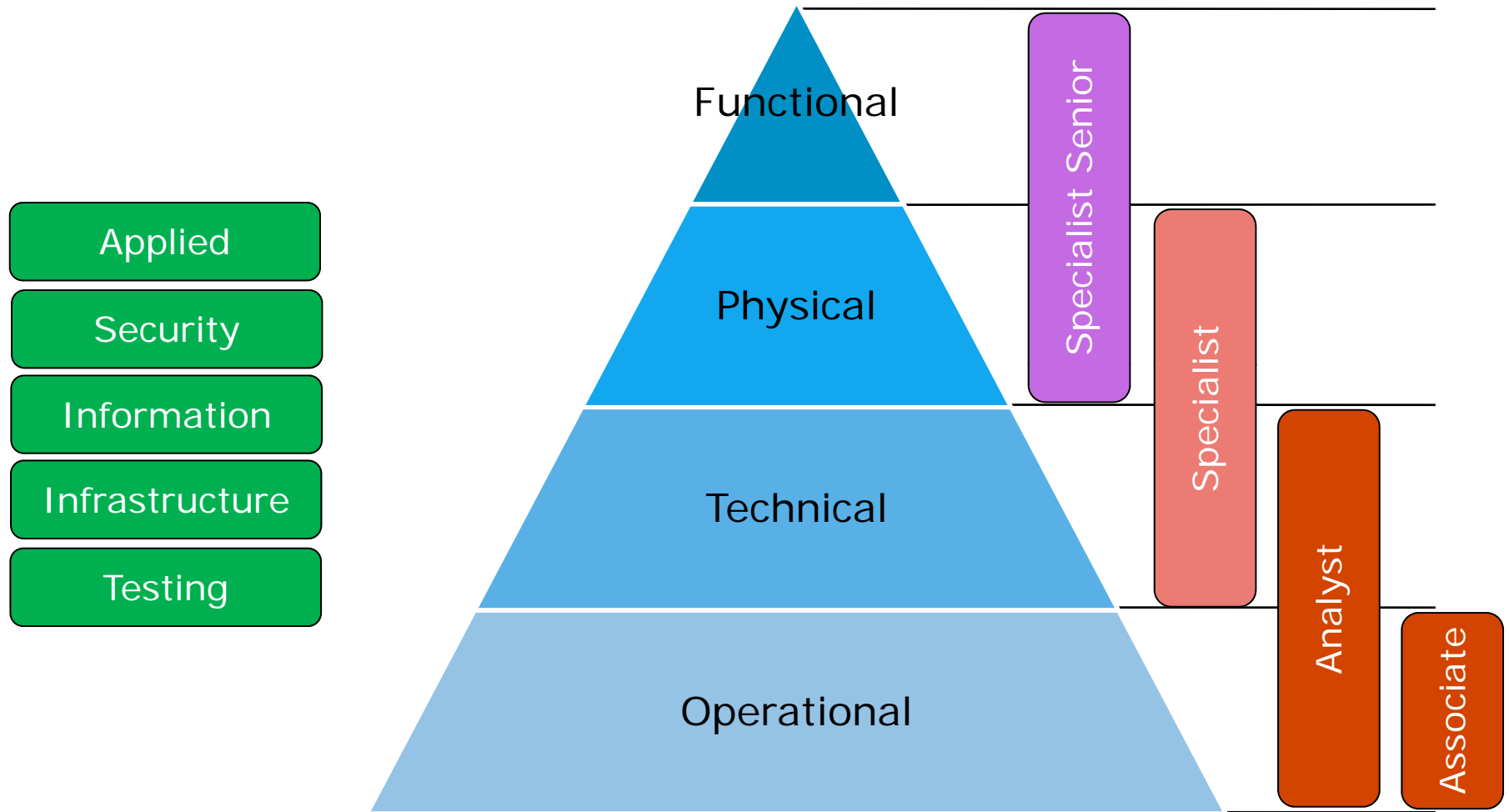
Integration Engineering provides the leveraged **ITO engineering function** across all Infrastructure Capabilities and Hubs globally. IE is managed and operates as a **global organisation** delivering regionally through the Hub model.

Integration Engineering is responsible for: design oversight, standard builds, custom builds, capability consulting, maintenance, level 3 support and the engineering component of transformation.

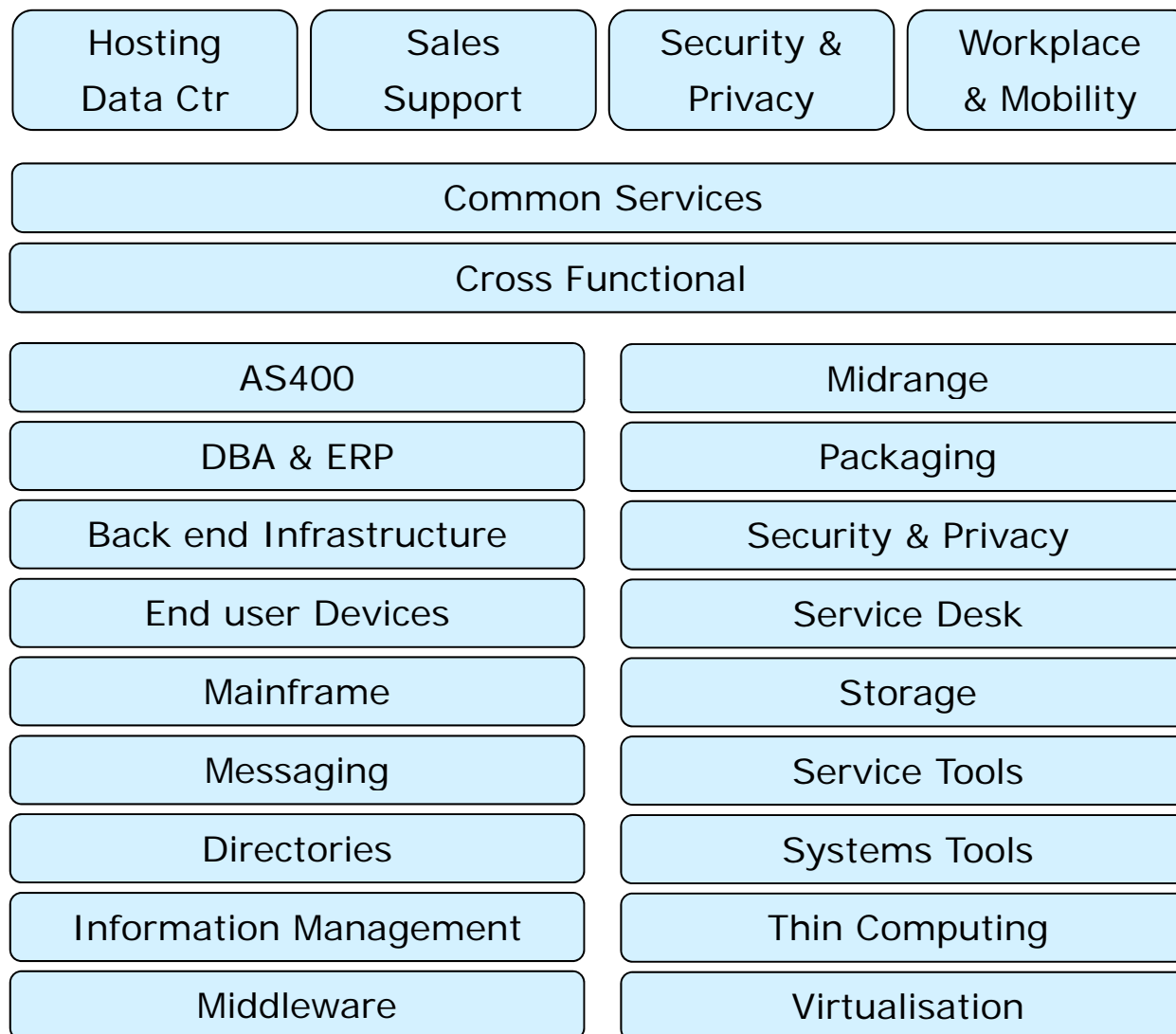
IE Enterprise Service Management (ESM) Goals

Quality	People	Growth	Efficiency
<ul style="list-style-type: none"> ✓ Improve Engineering Metrics ✓ Enhance account start-ups with timely delivery ✓ Implement QMS and maintain ISO / CMMI certifications 	<ul style="list-style-type: none"> ✓ Raise technical leadership capability ✓ Institutionalise IDP's ✓ Skills uplift programme 	<ul style="list-style-type: none"> ✓ Ensure compliance in managing monthly financials ✓ Support Acc/Hubs to leverage standards to build/deploy solutions for clients 	<ul style="list-style-type: none"> ✓ Comply with EDS Workflow Mgmt/ Strategy ✓ Grow engineering team ✓ Implement IE Operating Model ✓ Adopt QMS approach

The Engineering Family



Engineering Teams



Agenda

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Break Out Sessions

- TDA/Architect Community – Peter Siegel
- Engineer/Designers – Andy McCormick
- Support/Technical Quality – Andy Guile

Agenda

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Questions ?

Agenda

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- Next Steps



Thank you

EXHIBIT Y

To all preacquisition EDS employees in the UK

You will have seen from the [1]HP-EDS Integration Portal and the latest issue of the [2]Integration Inquirer that preparations are being made to on-board EDS employees to HP systems and tools as we move closer to the Wave 2 Go-Live date.

Links:

1. <http://infocentre.eds.com/edsandhp/index.html>
2. <http://infocentre.eds.com/edsandhp/news/newsletters.html>

One such change relates to the cessation of the EDS Enterprise System (SAP) for the employee expense process and the migration to HP's global employee expense reimbursement tool, Employee Expense Management (EEM). EEM will replace SAP for expense claims from August 6 2009.

The EDS Enterprise System (SAP) will be deactivated for expense processing on August 1. In order to ensure payments are made prior to the transition any outstanding expenses must be completed and sent for approval no later than July 24. Receipts should be sent immediately for scanning to ensure that there are no delays in processing.

Your manager will be notified and asked to approve all expenses by July 31.

You will receive an activation email which will contain the link to EEM. Once you have an active EEM account you can no longer submit your expense reports via SAP. Expense reports filed after the deadline

will be returned to you and you will need to submit them in EEM, however you will not be able to access EEM until August 6, 2009.

The following action items will help you in transitioning to the new process.

*** RETAIN YOUR HISTORICAL RECORDS AS NEEDED**

Please retain copies of any expense reports you have filed in SAP for your records. You are advised to print out the expense reports from the last month prior to your activation in EEM, to see what travel expenses you have already reclaimed. Also please submit any outstanding expenses you have created, and submit the corresponding receipts, as outlined above.

*** LEARN THE NEW AMERICAN EXPRESS PROCESS**

The [3]HP Global Travel Policy (HP IT credentials required) mandates that business expenses are charged to your HP American Express Corporate T&E Card. You will receive an email from HP Global Travel regarding the American Express application process.

Links:

3. <http://intranet.hp.com/Sites/Travel/Policy/Pages/index.aspx>

* You can apply for the card on the Global Travel web site: [4]HP American Express Payment Solutions (HP IT credentials required)

* Until the AMEX card is issued to you, please enter all your expenses manually as out-of-pocket expenses.

Links:

4. <http://intranet.hp.com/Sites/Travel/Amex/Pages/index.aspx>

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(links:

5. http://hpnow.corp.hp.com/integration/tools/employee_onboard/what_to_expect/global_bus_services.html

6. <http://hpnow.corp.hp.com/integration>

Thank you

Sent on behalf of HP&C's Global EEM Team

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EXHIBIT Z



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EXHIBIT AA

[Opportunities for current HP employees](#) | [Back to Jobs@HP](#) | [Help](#)Welcome. You are not signed in. [My Account Options](#)[My Job Card](#) [Sign In](#)[Job Search](#)[My Job Card](#)[Basic Search](#)[Advanced Search](#)[Jobs Matching All Criteria](#)[Jobs](#)[Return to Previous Page](#)[Printable Format](#)Job 1 out of 105 [Previous](#) | 1 2 3 4 5 | [Next](#)[Apply](#)[Add to My Job Card](#)[SHARE](#)

Job Description

PLM - Product Life Cycle Management-1107360

Description

Participates as a member of development team. Performs basic analysis of functional or business requirements. Completes code stubs prepared by more senior developers. Participates in code review. Prepares and executes Unit tests. Applies advanced technical knowledge to maintain a technology area (e.g. Database Administration). May perform solution design. Applies HP and 3rd party technologies to infrastructure and software solutions of moderate complexity. Implements end user or enterprise infrastructure or services prepared by more senior technologist. Performs work assigned by others. Provides time / resource estimates for assigned tasks.

Qualifications

Education and Experience Required:

Typically a technical Bachelor's degree or equivalent experience and a minimum of 2 years of related experience or a Master's degree and up to two years of experience.

Knowledge and Skills Required:

2 or more years of experience writing code (such as, and not limited to, Java, C, C++, C#, VB.Net; databases like Sql Server/ Oracle. Experience of one or more full release cycles. Basic understanding of modern software development methodologies (Object). Basic understanding of modern software development tools and Software Configuration Management (SCM). Basic understanding of Software Test methodologies, test scripting and testing tools. Understanding of Basic Database Administration. Good verbal and written communication skills.

Job - Information Technology**Primary Location** - United Kingdom**Schedule** - Full-time**Job Type** - Experienced**Shift** - Day Job**Travel** - Yes, 75 % of the Time**Job Posting** - Jul 31, 2013[Apply](#)[Add to My Job Card](#)[SHARE](#)Job 1 out of 105 [Previous](#) | 1 2 3 4 5 | [Next](#)

EXHIBIT BB

To the EDS Worldwide Team:

Today marks an exciting, new chapter in EDS™ history and evolution. We're now EDS, an HP company, a new HP business group focused on becoming the premier IT services provider in the industry. We are part of the world's largest and most respected technology company. HP defined the high-tech industry and the Silicon Valley itself. It's an organization that shares the same core values, beliefs and high ethical standards as EDS.

There are enormous opportunities before us, opportunities that are only possible through the combination of our two great companies. No other organization in the world can touch the breadth and depth of our combined technology and services offerings. Certainly, no competitor can match the quality of our people and their dedication to doing whatever it takes to help our clients succeed. Going forward, our client relationships will remain the same, and our ability to serve our clients will be enhanced by the tremendous resources we gain from being a part of HP.

On behalf of the people of EDS, I want to welcome those HP colleagues who will join our team today and in the near future. We respect your accomplishments and are delighted to add your talents to the solutions we bring to clients.

Together, we have an opportunity to redefine the technology services market. Together, we will be relentless as we compete and win in the

marketplace. I look forward to meeting many of you in the weeks and months ahead.

Clearly, having a strong leadership team will be key to our success moving forward. I'm proud to say that EDS, an HP company, has such a team in place on day one. Effective immediately, the following executives will report directly to me:

Regions & U.S. Government

- * Michael Coomer " senior vice president, Asia Pacific & Japan (APJ)
- * Jeff Kelly " senior vice president, Americas
- * Dennis Stolkey " senior vice president, U.S. Public Sector
- * Bill Thomas " senior vice president, Europe, Middle East & Africa (EMEA)

Global Sales

- * Bobby Grisham " senior vice president, Global Sales

Infrastructure Technology Outsourcing (ITO) & Business Process

Outsourcing (BPO)

- * Mike Koehler " senior vice president, ITO & BPO

Marketing & Communications

- * Maureen McCaffrey " vice president, Worldwide Marketing

Each of these leaders held similar positions at EDS before the

acquisition.

Transformation

* Joe Eazor â€” senior vice president, Transformation. In this newly created role, Joe will lead the post-merger integration and transformation activities within the EDS business group. He will also work closely with the HP executive team. Previously, Joe led EDSâ€™ Corporate Strategy and Business Development team.

Applications Services

* Andy Mattes â€” senior vice president, Applications Services. Andy previously led HPâ€™s Outsourcing Services organization, where he was responsible for providing clients with innovative, cost-effective application, infrastructure and business process outsourcing services.

In addition, functional support will be provided by the following leaders, who will serve as members of my extended leadership team and report into global functions at HP. This structure is consistent with HPâ€™s organizational model.

* Craig Flower will serve as senior vice president of IT. He reports to HPâ€™s Chief Information Officer Randy Mott. Craig most recently served as HPâ€™s Global IT leader for eBusiness, Customer and Sales Operations.

* Tom Haubenstricker, who previously led Finance in EDSâ€™ EMEA region, will serve as our vice president of Finance. He reports to HPâ€™s Chief Financial Officer Cathie Lesjak.

* Vice President Deborah Kerr will serve as our chief technology

officer (CTO). She reports to Shane Robison, HPAC's chief strategy and technology officer. Deborah previously served as CTO for HP Services.

- * Vice President Mike Paolucci, who previously led EDSAC's Compensation and Benefits organization, will serve as our HR business leader. He reports to Marcela Perez de Alonso, HPAC's executive vice president of Human Resources.
- * Vice President Sylvia Steinhilber will lead our legal function. She reports to Mike Holston, HPAC's executive vice president, general counsel and secretary. Sylvia previously served as HPAC's deputy general counsel for the Americas.

Those of you from EDS see a lot of familiar names on the leadership teams plus those of several extremely talented executives from HP. Our guiding principle was to pick the best of the best from both of our organizations. I am very confident that we have done so. I know you'll join me in congratulating these executives on their appointments.

I also want to personally thank Mike Jordan, Jeff Heller, Charlie Feld, Steven Gordon, Tina Shvitski and Ron Vargo who will be leaving the company. Their commitment, contributions, knowledge and experience set the foundation for EDSAC's success. I wish them well in all their future endeavors.

While we achieved an important milestone today, there are still many changes to come and questions to answer. You can rest assured AC as

Mark Hurd also noted in his communication "that we remain committed to communicating decisions affecting you in as timely a manner as possible. These decisions will be communicated by HP once finalized. For many of you, our combination with HP will open new and exciting opportunities to advance your careers.

Along with today's announcement, we are providing additional details through our [1]integration site on infoCentre and HP's portal. We will continue to post relevant information to these sites as integration work continues.

Links:

1. <http://infocentre.eds.com/edsandhp/index.html>

I'd like to thank the integration teams that worked side by side for months to get us to this landmark day. They sacrificed many evenings and weekends to help make decisions in the best interest of our combined business.

While much integration work remains, the teamwork demonstrated between HP and EDS is simply outstanding. There's no doubt that our combined team can beat any competitor on any day.

In closing, I'd like to thank all EDSers for your dedication to your clients these last few months and for building an industry leader over the past five decades. Your professionalism and unwavering commitment to our clients demonstrate, once again, why we're the world's business ally.

Regards,

Ron Rittenmeyer

President and CEO

EDS, an HP company

EXHIBIT CC

From: EDS Global Communications <edsglobalcommunications@eds.com>

services company. Over the past several weeks, we've launched a number of initiatives focused on cost containment and revenue growth that are designed to help us achieve that vision. As we continue to look for ways to improve our overall performance, today we are announcing changes to our operating model that will simplify and further streamline how we do business.

What's Changing

The onshore delivery of Infrastructure Technology Outsourcing (ITO) and Applications Services will transition from the current hub model to a regional/account model. Regional delivery will have dual accountability, reporting both straight-line into the regions and dotted-line to the ITO and Applications Services Global Business Units (GBUs). Delivery resources will be either client-dedicated and moved into selected large-size accounts or leveraged and managed within the regions. The GBUs will be accountable for portfolio and capability as well as end-to-end global service lines, shared services functions, and Best Shore delivery.

This change will establish clear line-of-sight to account delivery costs and will help accounts drive operating profit improvements. This will result in greater cost transparency, improved management control and better support of personal responsibility for financial targets.

We will implement this model in a phased approach, beginning with the Americas in Q3-2009, all subject to applicable legal requirements. In support of the new model, we also are announcing organizational changes to ITO and Applications Services.

Within Applications Services, regional Applications delivery functions will report directly to their corresponding regions. Tom Finstein will report to Andy Mattes (AMS), Howard Hughes to Bill Thomas (EMEA), Neil Emerson to Kevin Jones (APJ) and Rick Sullivan to Dennis Stolkey (U.S. Public Sector). Tom, Howard, Neil and Rick will also report dotted-line to Applications Services.

Global Practices will be aligned similarly, directly reporting into the regions in which they reside. The Global Practice leaders will report dotted-line into Applications Services to ensure their practice strategies are fully understood in the overall Applications Services business plan.

Efficiency and cost optimization

Improved customer experience

<P>Regional and GBU Accountability

</P>

<P>Accountability for operating decisions is more clearly defined between the regions and GBUs within the new model. The regions will have ultimate P&L responsibility, and the GBUs will continue to solution the portfolio as well as define, design and build offerings. The accountability breakdown is as follows:</P>

<P><I>Regions</I>

</P>

P&L accountability

Account management

Demand forecast

Sales/growth on existing

Onshore customer dedicated delivery

Solutioning/business development

Client delivery excellence

</P>

- Delivery tools and processes**

- Benchmark and best practices**

Labor, location strategy

Best Shore delivery

Solutioning standards (PAs)

Service line business plans

As we transition to the future mode of operations, leaders will receive additional communications specifically outlining roles, responsibilities and time lines, as well as tools and templates to help communicate these changes with their teams. Your continued support and commitment are appreciated and critical to a successful and seamless transition.

<P>Thank you.

</p>

5 of 6

final decisions are subject to prior consultation with works councils and other employee representatives. Also concerning such countries, pre-acquisition management reporting relationships remain in effect until legal closure occurs, and any new reporting lines are announced as then taking effect. </P>

<P ALIGN=CENTER>HP Restricted - For Internal Use Only</P>

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EXHIBIT DD

To all preacquisition EDS employees in the UK

You will have seen from the [1]HP-EDS Integration Portal and the latest issue of the [2]Integration Inquirer that preparations are being made to on-board EDS employees to HP systems and tools as we move closer to the Wave 2 Go-Live date.

Links:

1. <http://infocentre.eds.com/edsandhp/index.html>
2. <http://infocentre.eds.com/edsandhp/news/newsletters.html>

One such change relates to the cessation of the EDS Enterprise System (SAP) for the employee expense process and the migration to HP's global employee expense reimbursement tool, Employee Expense Management (EEM). EEM will replace SAP for expense claims from August 6 2009.

The EDS Enterprise System (SAP) will be deactivated for expense processing on August 1. In order to ensure payments are made prior to the transition any outstanding expenses must be completed and sent for approval no later than July 24. Receipts should be sent immediately for scanning to ensure that there are no delays in processing.

Your manager will be notified and asked to approve all expenses by July 31.

You will receive an activation email which will contain the link to EEM. Once you have an active EEM account you can no longer submit your expense reports via SAP. Expense reports filed after the deadline

will be returned to you and you will need to submit them in EEM, however you will not be able to access EEM until August 6, 2009.

The following action items will help you in transitioning to the new process.

*** RETAIN YOUR HISTORICAL RECORDS AS NEEDED**

Please retain copies of any expense reports you have filed in SAP for your records. You are advised to print out the expense reports from the last month prior to your activation in EEM, to see what travel expenses you have already reclaimed. Also please submit any outstanding expenses you have created, and submit the corresponding receipts, as outlined above.

*** LEARN THE NEW AMERICAN EXPRESS PROCESS**

The [3]HP Global Travel Policy (HP IT credentials required) mandates that business expenses are charged to your HP American Express Corporate T&E Card. You will receive an email from HP Global Travel regarding the American Express application process.

Links:

3. <http://intranet.hp.com/Sites/Travel/Policy/Pages/index.aspx>

* You can apply for the card on the Global Travel web site: [4]HP American Express Payment Solutions (HP IT credentials required)

* Until the AMEX card is issued to you, please enter all your expenses manually as out-of-pocket expenses.

Links:

4. <http://intranet.hp.com/Sites/Travel/Amex/Pages/index.aspx>

Once the expense report has been approved, HP will pay Amex directly for your business expenses, saving you the need to route money through your personal account to pay for business travel expenses.

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5.
http://hpnow.corp.hp.com/integration/tools/employee_onboard/what_to_expect/global_bus_services.html

6- <http://hpnow.corp.hp.com/integration>

Thank you

Sent on behalf of HP&C's Global EEM Team

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announced as then taking effect.

EXHIBIT EE

Admin / B. L. Thomas / 11/09/2009 15:39

To the Expanded Services Team in EMEA:

As you know from Joe Eazor's announcement earlier today, I have decided to retire at the end of this fiscal year (31 Oct) following more than 25 years with EDS. Although this was no easy decision, I feel the timing is right, with the bulk of the integration complete and strong growth opportunities ahead.

Of course, I want to ensure the EMEA region continues to be a core strength for the corporation. With this in mind, I intend to ensure a smooth transition to a new leader who will run the business through its next phase of growth and development.

As Joe mentioned, my successor is [1]Mike Nefkens who joins us from his current role as Vice President of the global General Motors account. In addition to his exceptional leadership credentials, Mike has an outstanding track record in achieving exemplary service for clients & with a strong emphasis on service excellence and innovation. These are amongst the many reasons why Joe and I agreed on Mike for the role.

Units:

1.

http://www.infocentre.emea.eds.com/nlapps/data/docattachments/MikeNefkens_Bio%202008.pdf

Mike and I will work closely together in the coming weeks, meeting with clients, partners and employees. During September and October, we have planned a series of sessions with people managers and employees to introduce you to Mike and reiterate our priorities for the business going forward:

As for my own plans after retirement, these are not yet finalised. Whatever the future holds, I will always look back on my time at EDS with a tremendous sense of pride and accomplishment at what we have achieved together:Â the business we have built, the client relationships weâ€™ve nurtured and the world-class reputation weâ€™ve garnered.

I will continue to monitor your progress with great interest. Today, with the stronger portfolio, broader client base and enhanced market visibility afforded as part of HP, EDSâ€™ leadership of the IT Services industry is in sight. It is now up to each individual to realise that opportunity and prove to the market what I already know â€“ that you are the best.

Thank: you,

Bill

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Exhibit FF

Subject: Total Rewards Updates
From: "Human Resources, Marcela Perez de Alonso"
<HumanResourcesMarcelaPerezdeAlonso@eds.com>
Date: Mon, 23 Nov 2009 19:15:21 -0500
To: undisclosed-recipients::

hp logo

Message from Marcela Perez de Alonso

November 23, 2009

To: All HP Employees
From: Marcela Perez de Alonso, EVP Human Resources
Subject: Total Rewards Updates

Further to [Mark Hurd's Q4 earnings message](#), we finished the year strong and are very pleased to reward and recognize employees for their contributions to company performance. I would like to take this opportunity to elaborate on the Total Rewards updates announced earlier today.

This past year, we took a number of actions to increase financial flexibility and help better position HP to compete and win in the marketplace. Although some of those actions were difficult, they worked in 2009 and will continue to help us in 2010. HP has stayed competitive in extremely difficult times and we need to maintain our financial flexibility in the current environment by keeping base pay flat in this year's Focal Point Review (FPR) cycle, meaning no base pay increases, except where legally required.

Instead, in continued support of our pay-for-performance strategy, HP is rewarding our people with variable compensation, including:

FY09 Variable Bonus Programs

Based on FY09 results, funding for our variable bonus programs, both Variable Performance Bonus (VPB) and Pay-for-Results (PFR), has been approved.

- Consistent with our performance-based rewards strategy, the size of this year's bonus will be representative of the financial results delivered.
- As indicated in prior communications, the FY09 bonus pool is based on salaries in place prior to the base salary reductions announced this past February.
- The bonus will be awarded with discretion based on business and individual performance.
- Bonuses are paid out in local currency as soon as administratively possible, typically December 31 in most countries, including the U.S.
- [More details on Variable Pay Programs](#)

Supplemental Bonus

- Earlier this year, many employees experienced a reduction in base pay designed to help HP remain strong and competitive in a challenging global economy.

- This action was critical to delivering the solid results we announced earlier today, and we are recognizing those employees who had their pay reduced as a result of the February 2009 announcement with a one-time cash bonus equal to 100% of the amount of their reduction during FY09.
- This payout is in addition to any other bonus plan for which you may be eligible.
- The expected time frame for the supplemental bonus payment is mid-December, depending on the payroll cycle in each country.
- [Frequently Asked Questions \(FAQs\)](#) on the Supplemental Bonus

Reinstatement of the eAward Program

- Beginning January 4, we are reinstating the eAward program, HP's point-based awards system for recognizing and rewarding outstanding performance and results throughout the year.
- There are some changes to eAward eligibility and program guidelines, and variations exist by country. I encourage you to review the [eAward program details](#) on the portal, and watch for any follow-up communications at a regional level.
- As part of the program changes, eAwards will no longer be linked to milestone service anniversaries. Beginning January 1, a new [Global Service Recognition program](#) is being implemented to promote increased manager involvement in acknowledging years of service in more personal and meaningful ways.

U.S. 401(k) Quarterly Match

- Based on HP's Q4 FY09 earnings and management's assessment of company-wide business results, a full 100% matching contribution has been approved for the US-based 401(k) plan.
- U.S. employees will receive a separate email with more information on November 24.

Thank you for making FY09 a strong year for HP. Our employees are key to the company's continued growth and success, and I look forward to working together to take our performance and results to the next level in FY10.

Regards,
Marcela

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